



Autumn 2011

Neurology

Services Directory for Cornwall

Adult Health, Social Care and Support



Getting the best from Community Services

This directory is for all people living with neurological conditions, their family, carers and service providers. It has been developed as a general resource and is not intended to replace clinical or medical advice which should be provided by your GP and / or healthcare professional.

Produced in association with:





ACKNOWLEDGMENT

Those who use and those who provide neurological services across Cornwall and the Isles of Scilly will quickly find the Directory invaluable, whether as a reference volume in hard copy, or in its electronic version with the facility for regular updating – a means of keeping track of the evolution of health and care services in very dynamic times.

I have pleasure in thanking all who have worked so effectively and efficiently to produce this comprehensive and practical document. It is a pointer for pathways we hope to continue to advance, towards more accessible information, more focussed communication and better equality of service for all affected by neurological conditions across Cornwall and the Isles of Scilly.

Roger Weatherly
Chair, CAN-DO. October 2011

FOREWORD

This directory was written in response to the findings in the audit of neurological services across Cornwall and the Isles of Scilly. The report 'Taking Stock and Moving Forward, 2011' was commissioned by CAN-DO (The Cornwall and Isles of Scilly Alliance of Neural Domain Conditions) and published by Neurological Commissioning Support Ltd, a not for profit enterprise founded by the MS Society, MND Association and Parkinson's UK.

The directory was recommended as an objective following extensive consultation of people living with, and affected by, a long term neurological condition across Cornwall and the Isles of Scilly. It aims to provide accessible and comprehensive information from both statutory health and social care and voluntary organisations. This local service directory has been launched as a collaboration of work between the therapy based Neuro-rehabilitation Service, NHS Cornwall and the Isles of Scilly and CAN-DO. It covers topics such as how to access health and social care, transport, leisure, education, work, finance, forward planning and links to voluntary sector and charitable organisations. This directory is not exhaustive and will be reviewed regularly to update any new, or changes to existing, information.

We are grateful to all those who have contributed to this piece of work and also to NCS, the Gloucestershire Reference Group and the Gloucestershire Neurological Alliance for their kind permission to adapt their booklet for Cornwall.

Please note this directory is compiled into several sections, however many of the services are integrated and overlap.

Important - If you have sudden changes or concerns in your physical ability, please contact your GP, or NHS Direct, via www.nhsdirect.nhs.uk or by calling 08454647. NHS Choices www.nhschoices.nhs.uk can be helpful in less urgent situations to guide you through the referral systems locally.

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INTRODUCTION

What is a neurological condition?

'A long-term neurological condition results from the disease of, injury or damage to, the body's nervous system (i.e. the brain, spinal cord and or their peripheral nerve conditions which will affect the individual and their family in one way or another for the rest of their life'¹.

Neurological disorders are very common, accounting for about 10% general practitioner consultations². They affect the brain, spinal cord, peripheral nerves and muscles. They include many different conditions of varying severity, some very common and others exceedingly rare, from migraine, to motor neurone disease.

Despite considerable advances in investigations, diagnosis still relies almost entirely on history and examination, both of which require training, practice and experience to interpret and perfect.

Neurological conditions include:

- ☼ Intermittent disorders, such as epilepsy, migraine and other headache problems;
- ☼ Progressive long-term condition, such as Parkinson's, multiple sclerosis (MS) and dementia;
- ☼ Life-threatening acute conditions, such as stroke, meningitis, encephalitis, status epilepticus, acute inflammatory neuropathies, traumatic brain injury and subarachnoid haemorrhage;
- ☼ Hereditary neurological diseases such as Huntington's.

They are very common in the UK:

- ☼ Neurology symptoms account for 20% of acute hospital admissions and are the third most common reason for seeing a GP;
- ☼ 0.6-1% of the population is diagnosed with a neurological condition every year and 1 in 6 people have a neurological condition that makes a significant impact on their lives;

1. Department of Health (2005) National Service Framework (NSF) for Long-Term Conditions
2. 'Local adult neurology services for the next decade: report of a working party', Royal College of Physicians, and Association of British Neurologists, June 2011

INTRODUCTION

- ☼ 2% of the UK population are disabled by a neurological condition and 850,000 people are caring for someone with a neurological condition³;
- ☼ The lifetime prevalence of both MS and Parkinson's is 2 per 1,000 population and double that for active epilepsy;
- ☼ The lifetime prevalence of headache is 90%, and for young women it is the most common symptom reported in the community⁴.

Neurological Care Pathway



Acute Health Care* - Access to emergency and acute management (secondary care) and also early recognition and prompt diagnosis. Includes acute care at home and palliative care.

Health and Social Care* - Early and specialist rehabilitation, targeted community rehabilitation and access to Health Service Clinics and Adult Care and Support services.

Support and Advice* - Access and signposting to ongoing support and advice from a range of statutory and other services.

Self Management * - Independent living with self-directed support.

3. Department of Health (2005) National Service Framework (NSF) for Long-Term Neurological Conditions
4. 'Local adult neurology services for the next decade: report of a working party', Royal College of Physicians, and Association of British Neurologists, June 2011

* All the above are phases in the care pathway are integrated and a person can move across all phases depending on need.



NEUROLOGY GENERIC CARE PATHWAY

A care pathway is a useful tool to guide and map the care you receive, by whom and at what stage in your condition. Many conditions are now using the Map of Medicine (MOM)⁵ to promote care pathways with adaptation locally of care which is based on national recommended guidelines. It also helps to promote integrated working across health and social care providers and to work more closely with tertiary resources (e.g. the voluntary sector) to achieve an organised network that is easily accessible and provides local care where appropriate.

Early symptoms - GP, Consultant in Neurology / Physician / Geriatrician (in a GP surgery or Consultant Clinic). Examination and tests leading to diagnosis and signposting to education and support.

Early stage management - GP, Consultant Neurologist / Physician / Geriatrician, Specialist Nurse, Therapist, Neurology Care Advisor (in clinics and various health care settings). Education and optimising symptom management and supported self-care.

Middle stage management - GP, Consultant Neurologist / Physician / Geriatrician, Specialist Nurse, Community Nurse, Therapist, Neurology Care Advisor, Adult Care and Support and other agencies involved in support (in clinics and various health and social care settings or own home.) Condition management with supported personal health and care plans to enable health, independence and wellbeing. Supported self-care and access to assistive technology.

Complex stage management - GP, Consultant Neurologist / Physician / Geriatrician, Specialist Nurse, Community Nurse, Palliative Care Service, Therapist, Neurology Care Advisor, Adult Care and Support and other agencies involved in support (in clinics and various health and social care settings or own home). Access to specialist support and care as needed as close to home as appropriate.

NEUROLOGY GENERIC CARE PATHWAY

Keeping you informed

Your consultant and GP should be able to provide you with comprehensive information about your condition. If you are under the care of a specialist nursing team, or a health and social care professional, they will also be able to provide information or direct you to a reliable source.

Two **Neurology Care Advisors** have been recruited to work within the therapy-based Neuro-rehabilitation Service to provide advice and support to those living with a neurological condition, their families and carers. They will listen to your concerns or queries, giving confidential advice and provide information on NHS services and other resources. When necessary, they will sign-post you to a doctor, nurse or health or social care practitioner.

They can be contacted on the numbers below:

Mid and West Cornwall including Isles of Scilly
01209 881656

Newquay and St Austell into North and East Cornwall
01208 256259

In addition most neurological conditions have a national organisation that represents the interests of people living with, and affected by that condition. At the back of this directory are comprehensive contact details for each of these groups.

PALS (Patient Advice and Liaison Service) can also be contacted for impartial help, advice or support on 0845 170 8000 or 01726 627967, or via email: palsteam@ciospct.cornwall.nhs.uk

NEUROLOGY GENERIC CARE PATHWAY

If you have concerns or queries about services provided by other local health trusts please see their websites, listed below:

South Western Ambulance Service NHS Trust:
<http://www.wcas.nhs.uk/>

Northern Devon Healthcare NHS Trust:
<http://www.northdevonhealth.nhs.uk/>

Plymouth Hospitals NHS Trust:
<http://www.plymouthhospitals.nhs.uk>

Royal Cornwall Hospitals NHS Trust:
<http://www.rcht.nhs.uk/>

Cornwall Partnership NHS Trust:
<http://www.cornwallpartnershiptrust.nhs.uk/>

Peninsula Community Health:
<http://www.peninsulacommunityhealth.co.uk/>

(Please note that Cornwall & Isles of Scilly Primary Care Trust became Peninsula Community Health on 1st October 2011, which is a not for profit Community Interest Company responsible for providing NHS adult community health services across Cornwall and the Isles of Scilly.)

ADULT NEUROLOGY – PRIMARY AND SECONDARY HEALTH CARE AND CLINICAL SERVICES. NEUROLOGICAL SERVICES AND HEALTH MANAGEMENT.

3.1 NEUROLOGY SERVICES

3.1.1 General Practitioner (GP)

A GP is a doctor who has specialised in general practice and is based in a local surgery or health centre. Once you are registered with a GP this is the single point of access for referral to all other health and social care services. Early assessment and diagnosis is crucial in identifying the right treatment and support for people with diseases and disorders of the nervous system. A GP will be able to manage common symptoms such as infections but will often refer on to a consultant or specialist healthcare professional allied to medicine like a specialist nurse or physiotherapist for more complex symptoms like spasticity.

3.1.2 Neurology Department and Consultants in Neurology

A Neurologist is a doctor who has specialist knowledge and experience in diagnosis and management of diseases and disorders of the nervous system.

The Neurology Department is the base for the neurology services (consultant neurologists and specialist nurses for multiple sclerosis and epilepsy.)

If you are under the care of a consultant or a specialist nursing team they can be contacted by their respective secretary. You may wish to contact the secretary regarding your referral and/or clinic appointments or following a change in your health condition.

The Neurology Department is based at the secondary care provider Royal Cornwall Hospital. For general enquiries please contact the secretary: **01872 252715**



ADULT NEUROLOGY

A comprehensive outpatient service for general neurology is offered at a number of localities in Cornwall from Bodmin to Penzance as well as specialist clinics for multiple sclerosis (MS), Epilepsy and administering botulinum toxin for movement disorders. This is an active neurology research unit with studies on-going in MS, motor neurone disease (MND) and Epilepsy.

- ☼ Dr Gareth Smith (general neurology, epilepsy, Parkinson's, MS, MND)
- ☼ Dr Brendon McLean (general neurology, Epilepsy, MS, MND)
- ☼ Dr Jonathon Stewart (general neurology, movement disorders, Dystonia, MND)

For those living in the North and East of the county there is a choice to attend the Bodmin clinic. For general enquiries please contact: **01872 252715**

The North and East of Cornwall locality consultants for neurology are based at Derriford Hospital, Plymouth. For general enquiries please contact: **01752 431200/439682**

- ☼ Professor John Zajicek (neuro inflammatory disease, MS)
- ☼ Dr Jeremy Hobart (MS)
- ☼ Dr Martin Sadler (general neurology, epilepsy)
- ☼ Dr Simon Edwards (general neurology, movement disorders)
- ☼ Dr Steve Alder (general neurology, cerebrovascular disease)
- ☼ Dr Stuart Weatherby (general neurology, headache)
- ☼ Dr Azlisham Mohd Nor (general neurology, cerebrovascular disease)
- ☼ Professor Oliver Hannemann (neuromuscular disease, neurofibromatosis)

ADULT NEUROLOGY

3.1.3 Neurosurgery Service and Consultant Neurosurgeons (Derriford Hospital)

The Neurosurgery Service is provided by the secondary care provider, Derriford Hospital (Plymouth) for the whole peninsula, for people who are referred for neurological conditions that benefit from surgery, for example to relieve nerve compression.

The Neurosurgeons based at Derriford are listed below:

- ☼ Mr Lou Pobereskin
- ☼ Mr James Palmer
- ☼ Mr Tim Germon
- ☼ Miss Moore
- ☼ Mr Fewings
- ☼ Mr Sudhakar
- ☼ Mr Whitfield

3.1.4 Neuro-rehabilitation Consultants

Dr Abhijit Mate is based at Royal Cornwall Hospital and holds regular clinics in Bodmin Hospital and Marie Therese House (MTH) in Hayle, to direct multidisciplinary team rehabilitation in the community and provide spasticity management. Dr Mate is also the lead responsible for the regional Neuro-rehabilitation unit at MTH, and repatriation of patients with complex brain and spinal cord injury back to Cornwall. He is responsible for assessment for specialist equipment for environmental controls and also has a role in managing the transitioning of patients with a neurological condition from paediatric to adult services.

For general enquiries please contact: **01872 253458**





Dr Subha Vandabona is the Neuro-rehabilitation Consultant for people in East Cornwall and directs multidisciplinary team Neuro-rehabilitation in this part of the community and in the Neuro-rehabilitation Unit at Mount Gould. She also has clinics at Liskeard and is based at Mount Gould Hospital, Plymouth.

Please contact her secretary on: **01752 434893**

ADULT NEUROLOGY

3.1.5 Specialist Consultants- Parkinson's Service

The Parkinson's service is a primary care-based service with clinics around the county provided by both consultants and specialist nurses with a special interest, knowledge and experience in Parkinson's and its management.

-  Dr Rod Bland - Secretary
For this service please contact 01209 881634
-  Dr Madeleine Purchase -
For this service please contact 01872 252447
-  Dr Jo Lack (Associate Specialist Care of the Elderly)
For this service please contact 01209 881618/9
-  Dr Debbie Renwick is a Physician with special interest in Parkinson's.

If you live in the East of Cornwall you will have access to consultants from Derriford and Barnstaple Hospitals in Devon. Dr Camille Carroll is a Consultant Neurologist in Plymouth and is very involved in Parkinson's research.

3.1.6 Specialist Nurses

A specialist nurse is a qualified nurse who has achieved a specialist level of knowledge, experience and skill in a specific condition or area of health management. The specialist nurse is often the clinical lead for the service that helps to manage the symptoms and effects of the condition throughout the care pathway. The specialist neurological nursing services in Cornwall can be contacted on the telephone numbers below:

MS: Service Lead and Specialist Nurse - 01872 253063 Team secretary - 01872253063
Epilepsy: Specialist Nurse - 01872 253088
Parkinson's Nurse Consultant – 01209 881719 /881640
Specialist Nurse Mid Cornwall, Kerrier and Penwith - 01209 881655. Specialist Nurse North Cornwall - 01479 335389

ADULT NEUROLOGY

Motor Neurone Disease (MND): Peninsula MND Network.
Co-ordinator / service lead and team secretary-
01752(4)32109

3.1.7 Neuro-rehabilitation Therapy Service

The Neuro-rehabilitation Therapy Service is a small team of specialist physiotherapists with specialist knowledge, experience and skills in neurology and stroke. This service provides county-wide community-based specialist physiotherapy for people with complex neurological symptoms and conditions. They also work closely with the community rehabilitation teams and others to provide an integrated and evidence-based service.

The Consultant Therapist in neurology is the clinical lead for this service and can be contacted on: 01209 881656 or by email at neurorehab@cornwall.nhs.uk

The role of the Clinical Specialist Physiotherapist in Stroke and Neurology is to provide Peninsula Community Health (formally Cornwall and Isles of Scilly PCT) with clinical expertise in the assessment, treatment and management of stroke and complex neurology patients. In addition, the role of the physiotherapist is to provide advice to all staff members regarding physiotherapy management in stroke and neurology. In addition, advice can also be provided to service users, their family and carers. Ongoing advice is always available.



ADULT NEUROLOGY

Should a specialist assessment be required, the following referral criteria apply:

- ✿ Extensive physical impairment with or without tonal management problems;
- ✿ Marked perceptual and or proprioceptive problems;
- ✿ Cognitive impairment that impacts on therapy;
- ✿ Balance problems associated with dizziness or altered neurology;
- ✿ Where pain is having a significant impact on therapy or recovery;
- ✿ Complex communication needs that impact on therapeutic handling;
- ✿ Challenging social issues that impact on the patient's home environment or family unit;
- ✿ Where the residual effects of the stroke or neurological disability impacts on the patient's future needs/plans (e.g. return to work, further rehabilitation needs);
- ✿ Complex positioning and postural difficulties;
- ✿ Complex situations where rehabilitation potential is uncertain;
- ✿ Specialist vocational rehabilitation needs;
- ✿ Unclear rehabilitation potential;

For direct referral to the stroke and neurology specialist physiotherapists, contact:

West Cornwall: 01209 881666

Mid Cornwall: 01637 893658

North and East: 01208 256299

Individuals already known to the physiotherapy service may self-refer. Alternatively your GP, other health or social care professional can make a referral to the service for you.

ADULT NEUROLOGY

The Adult Neuromuscular Specialist Physiotherapist works county-wide to provide a specialist service together with the Strategic Southwest Neuromuscular Service. She attends multidisciplinary clinics and works closely with the regional Neuromuscular Consultant Dr Liz Househam and Neuromuscular Care Advisor Tamsin Coade. She also works closely with the clinical specialist physiotherapists and community rehabilitation teams.

The role of the Neuromuscular Specialist Physiotherapist is to provide:

- ✿ Specialist physiotherapy advice and assessment in neuromuscular clinics to be held in Royal Cornwall Hospital, Truro and Derriford Hospital, Plymouth;
- ✿ To work in collaboration with local physiotherapy teams and Neuromuscular Advisors across Cornwall;
- ✿ To facilitate a specialist training programme across the region for therapists.

Contact the Neuromuscular Specialist Physiotherapist, on 07785 459112

The Neurology Care Advisors are also based within this team.

3.1.8 Neurology Care Advisors

Neurology Care Advisors are based in the Neuro-Rehabilitation Therapy Service and give support and advice to people living with long-term neurological conditions across Cornwall. The service is aimed at those who do not have active case management of their neurological condition. This service is also available to family and carers. The Advisors work closely with health and social care professionals, ensuring continuity of care and support.

ADULT NEUROLOGY

The role of the Neurology Care Advisor is:

- ✿ Signposting;
- ✿ Advice;
- ✿ Information;
- ✿ Support;
- ✿ Helping people navigate their way through the range of services available within Cornwall and the Isles of Scilly;
- ✿ Providing a single point of contact.

The Service is available 5 days a week (9.00 am - 5.00 pm) Monday to Friday with answerphone service out of hours and on Bank Holidays.

For Mid and West Cornwall and The Isles of Scilly
contact **01209 881656**

For North and East Cornwall contact **01208 256259**

By email: neuorehab@cornwall.nhs.uk

3.1.9 Regional Neurological Rehabilitation Inpatient Unit: Marie Therese House

The Acute Neurological Rehabilitation Unit is based at Marie Therese House (MTH) in Hayle. It provides multi-professional assessment and rehabilitation for people with acute neurological rehabilitation needs.

Referrals to MTH can be: referrals from a GP or consultant from any of the RCHT areas (including neurology and intensive care), out of area referrals when patients need repatriating back to Cornwall following acquired brain or spinal injury, and also direct referrals from therapists via Dr Mate.

ADULT NEUROLOGY

The full postal address is:

Marie Therese House
St Michael's Hospital
Hayle
Cornwall
TR27 4JA

The current contact details are:

Dr. Mate Consultant- **01736 758875**
Medical Secretary- **01736 758878**
Fax Number - **01736 758954**
MTH main reception- **01736 758875**
Physiotherapy - **01736 758890**
Occupational Therapy - **01736 758891**



3.2 OTHER USEFUL SERVICES

3.2.1 Chronic Fatigue Service (Cornwall Chronic Fatigue (CF) / Myalgic encephalomyelitis (or encephalopathy) (ME) Service)

CFS / ME is: 'A common disorder or spectrum of disorders, that causes substantial ill health and disability in people of all ages. It has characteristic features, but is highly variable both in severity and duration, and lacks specific disease markers.⁶'

Nationally it affects 2-4% of the general population.

The county-wide service comprises: a clinical psychologist and 4 Occupational Therapists, working 18 hours and covering different areas of Cornwall. They are led by Carol Wilson (OT) who also undertakes some clinical work in Mid Cornwall.

The Speciality Lead for Chronic Fatigue Services can be contacted on **01872 252935**.

The service seeks to help people with CFS / ME to learn new skills to enable them to choose to do things differently in order to better manage their condition in such areas as:

- ☀ Managing worries and stress;
- ☀ Improving sleep patterns;
- ☀ Identifying and pursuing meaningful activities that can be enjoyed within current limitations;
- ☀ Teaching relaxation techniques;
- ☀ Encouraging healthy eating;
- ☀ Prioritizing, Planning, Pacing activity;
- ☀ Energy conservation, including equipment provision;
- ☀ Goal setting;
- ☀ Planning for the future;
- ☀ Managing setbacks.

3.2 OTHER USEFUL SERVICES

Intervention occurs primarily in the individual's own home for about 8-10 visits, supplemented by telephone contact as needed. The aim of occupational therapy intervention is to offer people a "toolbox" of different skills and strategies that they can use in different situations and to support them while they gain confidence and experience in using them.

Referral Criteria: Patients must have a diagnosis that has been confirmed by their GP, and initial referrals should be made via the patient's GP.

3.2.2 Community Nurses/Health Visitors, District Nurses and Community Matrons

If you need nursing care or support at home, a community nurse could help.

Community Nurses are also known as health visitors. They are registered nurses who work in the community as well as in people's homes, schools and local surgeries and health centres.

The people they work with may be ill or disabled. Community nurses also look after people whose health may be particularly vulnerable, such as older people, children, or people with learning disabilities.

They visit people at home to provide health care: for example, changing dressings or giving injections. They can also help people get any home nursing aids and equipment they need. Community nurses can provide help and advice on a wide range of health issues. They may also teach families and carers basic care-giving skills.

3.2 OTHER USEFUL SERVICES

Community nurses work closely with GPs, local social services and hospitals. Your GP can refer you to a community nursing service. If you are leaving hospital, the hospital may arrange for a community nurse to visit you regularly as part of your 'continuing care' arrangements.

District Nurses: District nurses play a crucial role in the primary health care team. They visit people in their own homes or in residential care homes, providing care for patients and supporting family members. As well as providing direct patient care, district nurses also have a teaching role, working with patients to enable them to care for themselves or with family members teaching them how to give care to their relatives.

District nurses play a vital role in keeping hospital admissions and re-admissions to a minimum and ensuring that patients can return to their own homes as soon as possible.

District nurses assess the health care needs of patients and families, monitor the quality of care they are receiving and are professionally accountable for delivery of care, and they may visit individuals of any age.

They may visit patients every day or more than once a day, offering help, advice and support. They may work on their own or with other groups, such as the social services, voluntary agencies and other NHS organisations and help to provide and co-ordinate a wide range of care services.

Community Matrons: Community matrons are highly experienced, senior nurses who work closely with patients (mainly those with a serious long term condition or complex range of conditions) in a community setting to directly provide, plan and organise their care.

3.2 OTHER USEFUL SERVICES

As well as providing nursing care, community matrons act as a 'case manager' – a single point of contact for care, support or advice, typically for a caseload of around 50 very high intensity users. Community matrons see patients in their own home and in other community settings. They work as part of multi-professional and multi-agency teams.

Community matrons are usually deemed to be working as advanced nurse practitioners - highly skilled nurses who can:

- ☀ take a comprehensive patient history;
- ☀ carry out physical examinations;
- ☀ use their expert knowledge and clinical judgement to identify a potential diagnosis;
- ☀ refer patients for investigations;
- ☀ where appropriate make a final diagnosis;
- ☀ decide on and carry out treatment, including the prescribing medicines, or refer patients to an appropriate specialist;
- ☀ use their extensive practice experience to plan and provide skilled and competent care that meets patients' health and social care needs, involving other members of the healthcare team as appropriate;
- ☀ ensure the provision of continuity of care, including follow-up visits;
- ☀ assess and evaluate, with patients, the effectiveness of the treatment and care provided, making changes as needed;
- ☀ work independently, although often as part of a healthcare team;
- ☀ provide leadership;
- ☀ make sure that each patient's treatment and care is based on best practice.

Community matrons see patients in their own home and in other community settings. They work as part of multi-professional and multi-agency teams.

3.2 OTHER USEFUL SERVICES

3.2.3 Cornwall Carer Support Service

The Cornwall Carers Service is a completely new comprehensive service, offering a wide range of information, support and services to carers, concerned family, friends and those who are working to improve the quality of life for carers.

Cornwall Rural Community Council (CRCC) have been awarded a three year contract with funding from Cornwall Council's Adult Care and Support, Children, Schools and Families and the Families, and Peninsular Community Health (previously the PCT), to develop this service for Carers in Cornwall. CRCC are well placed to deliver this service as they have been providing support to carers since 1993 and recognise the wide range of issues and needs carers face in their caring roles. The new service aims to identify hidden carers and provide them with a wide range of information and support to suit the individual carer.

Working in partnership with Age UK Cornwall, Disability Cornwall and Carers Rights, CRCC, as the lead organisation, will develop a range of services and support over the next 15 months which will include a helpline, a dedicated website, carers forums, regular newsletters, and co-ordinated events and activities, in particular during Carers Week and Carers Rights Day. They will also provide additional generic Carer Support Workers and specialists for adult mental health, dementia, young adult carers, learning disabilities, autism and black and ethnic minority groups (BME).

Cornwall Carers service helpline 01872 266383

3.2.4 Dementia Service

Although there is currently no cure for dementia there are treatments and support available to improve quality of life. People with memory problems can get expert help from the Memory Assessment Service in Cornwall provided by Cornwall Partnership NHS Foundation Trust.

3.2 OTHER USEFUL SERVICES

If you are worried about your memory you can visit your GP who will have the right information to help you decide whether you will benefit from a specialist memory assessment either in a memory clinic or in your own home.

**Alternatively you can refer yourself directly by calling:
01208 251300**

For information and advice on all aspects of dementia, the Alzheimer's Society has a helpline to contact with a ring back service: 01872 277963

Age UK has a helpline and can provide advice, signposting and service information. They can be contacted on 01872 266388

The Cornwall Council website provides information on care pathways, assessment, services, opportunities, news and signposting: www.cornwall.gov.uk/dementia

**NHS Self Care Website provides information on care pathways, assessment, services, opportunities, research, carer and patient information leaflets:
www.selfcareincornwall.nhs.uk – select 'healthcare' and 'dementia'**

Carer Support Helpline: 01872 266383

(For additional information, please see the appendices towards the end of the document, where there is a section specifically on dementia and associated services.)

3.2 OTHER USEFUL SERVICES

3.2.5 Dental Services

Details of local dental services and particularly those with accessible facilities and those dentists willing to provide domiciliary dental services can be found via the NHS Dental Helpline.

Contact **01872 354375**

Information on the dentists who are currently registering NHS patients can be obtained by contacting the NHS on **01872 354375**

Information on local dentists can also be obtained from NHS Choices on www.nhs.uk Further information is also available from the Department of Health website at www.dh.gov.uk

3.2.6 Dietitian

The quickest way to access dietitian services in Cornwall is to ask your GP, consultant or specialist nurse for a referral to the service. A dietitian can make recommendations and provide guidance on the best diet for your condition. Specialist dietitians can also be contacted directly.

For general enquiries contact **01872 252404**

3.2.7 Expert Patient Programme (EPP)

The Expert Patient Programme is an NHS initiative to help those living with a long-term health condition. EPP is a free six week course with each session lasting two and a half hours. It is facilitated by trained tutors who are themselves living with a long-term condition. The programme aims to provide support and develop self-confidence to help you feel more in control.

3.2 OTHER USEFUL SERVICES

Participants learn ways of dealing with pain and extreme tiredness, coping with feelings of depression, relaxation techniques and exercise, healthy eating, communicating with family, friends and professionals and planning for the future.

For details about EPP courses in your area, call **01208 252507**

3.2.8 Falls Prevention Services

Keeping active can help you remain independent for as long as possible. Good strength and balance keep you from slowing down, so that you can keep living the life you want.

Every year one third of people aged 65 and above fall over. Hip fracture is a common injury that comes from a fall, and half of those who fracture their hip never return to being as active as they were before the fall. Unfortunately, falls can mean the end of independence for some older people.

The good news is that there is plenty you can do to avoid a fall in later life. For example:

- 🌱 Keep physically active and do regular exercise in order to improve your muscle strength and balance;
- 🌱 Use the NHS falls prevention services. These can help in different ways, including fun and informal exercise groups, advice at home, and foot and bone health assessments.

Having a fall might be the last thing on your mind at the moment, but now is the time to take action so that you can remain as active and independent as possible, for as long as possible.

3.2 OTHER USEFUL SERVICES

The Falls Prevention Service provides assessment of older people who have fallen, and/or are at risk of falls. It aims to find the causes and risk factors that contribute to falls risks and to ensure that risks are reduced as far as possible.

- ☼ If you're concerned that you may fall, or if you've fallen already, talk to your GP about falls prevention services in your area;
- ☼ Your GP may be able to refer you to a clinic, where you will have one-to-one time with a specialist falls prevention nurse to discuss your concerns.

The falls prevention nurse may:

- ☼ Talk to you about any existing health conditions or medicines that you are taking;
- ☼ Ask you about your daily activities;
- ☼ Test your balance;
- ☼ Talk to you about foot care;
- ☼ Ask you to provide a blood or urine sample;
- ☼ The risk of you falling in the future will be assessed, and you will be given advice on how to improve your strength and balance and stay on your feet;
- ☼ This might include a programme of exercises that you can do on your own, or you may be referred to an exercise class where you will be given exercises;
- ☼ If appropriate, you may be offered a scan of your bone density that will help to spot any early signs of osteoporosis.

The person being referred must consent to the referral. Referrals are accepted from all sources. Most referrals come from Accident and Emergency Departments, Minor Injury Units, South West Ambulance Service, GP's, Elder Care Consultants, Community Nurses, Therapists, Rapid Assessment Teams or Social Housing Care Workers.

3.2 OTHER USEFUL SERVICES

Medical information will be sought from the GP or consultant to help the team assess and plan treatment.

The team can see people in local community hospitals or in their own home if absolutely necessary. The service is available between 8.30am- 4.30pm Monday to Friday (except Bank Holidays). Contact 01209 881761

3.2.9 Mental Health Service

People with neurological conditions can struggle with their emotions from time to time. It is natural to feel anxious or depressed – particularly when you are first diagnosed. As time goes on, these feelings may subside, but they can also reappear as your condition progresses.

With some neurological conditions, psychiatric and / or cognitive problems can be the dominant symptoms which can begin insidiously and progress over the years. If any of these symptoms persist, contact your GP who should consider a referral to a specialist multi-disciplinary consultant-led clinic.

If you are feeling anxious or under stress, it might help to speak to your GP about these concerns. They might be able to help by offering information and by signposting you to professionals who can help.



3.2 OTHER USEFUL SERVICES

Cornwall Mental Health Services

This service is for people throughout Cornwall and the Isles of Scilly for service users, carers, providers and the wider public who may want to talk to someone else about their feelings or experiences. For many people, their GP is the first point of call. It may be that your doctor can help you, or may suggest someone who can.

It is important to remember that there are other people who will have experienced similar issues to you and therefore there will be people who can help. You may find it helpful to talk to family and friends, but you may prefer to talk to another person who has some knowledge (either professional or personal) of the feelings you might be experiencing and how to help you. Carers groups and particularly specialist carers groups can be helpful in this field.

Community Mental Health Teams (CHMTs)

East Cornwall **01579 35226**

Carrick **01872 356000**

North Kerrier **01209 881888**

South Kerrier **01326 435860**

North Cornwall **01208 251408**

North Penwith **01209 888260**

South Penwith **01736 575555**

Restormel **01726 291212**

Social Services

Caradon **01579 342919**

Carrick **01872 223299**

Kerrier **01209 714721**

North Cornwall **01208 74491**

Penwith **01736 365714**

Restormel **01726 226800**

3.2 OTHER USEFUL SERVICES

Listening Services

Nightlink **0808 8000 306**

Samaritans **08457 90 90 90**

www.cornwallmentalhealth.com

Outlook Southwest

Outlook Southwest are an independent organisation responsible for delivering NHS contracted services across Cornwall and the Isles of Scilly. Covering every GP Surgery throughout the county, the free psychological therapies provided are for people aged 16 and above.

The therapies provided are helpful for people who have common difficulties such as stress, depression and anxiety. Outlook Southwest have a number of ways in which they help people. Their practitioners may offer one of, or a combination of the following: individual therapy, guided cognitive behavioural therapy (CBT), telephone therapy, computer therapy or psycho-educational courses such as 'Stress Buster'.

Their practitioners often see patients at GP surgeries throughout the county. However, they also see people at their own locality bases in Liskeard, Launceston, Bodmin, Wadebridge, Truro, Falmouth, St Austell, Bodmin, Redruth and Penzance. Their head office is based in Lostwithiel near St Austell.

A self referral can be made by contacting:

Outlook Southwest

2D Restormel Estate, Lostwithiel, Cornwall, PL22 0HG

Tel: **01208 871414**

<http://www.outlooksw.co.uk/page/13/contact-us/>

3.2 OTHER USEFUL SERVICES

3.2.10 Occupational Therapy

'Occupational therapists are health and social care professionals who help people of all ages to carry out activities they need or want to do, but as a result of physical or mental illness, ageing, disability or being socially excluded, they are prevented from doing the activities they value. These could include the everyday necessities of daily living such as preparing a meal, getting dressed, going to school or work, or simply continuing with a favourite hobby. Occupational therapists will work with individuals to find alternative ways to do those activities to help people live life their way.'

This can commonly include helping people to manage the fatigue associated with their illness so that they can do all the everyday things that are important to them, supporting people to learn new ways to manage their anxiety, novel ways to manage their memory difficulties, and also more practical assistance such as finding new ways to carry out valued or essential activities, providing equipment to help where necessary and, in some cases, adapting the home environment.

You can ask your GP to refer you to an Occupational Therapist or you can contact the Adult Help Desk at the County Council by calling **0300 1234131** or emailing adultcareandsupport@cornwall.gov.uk

3.2.11 Ophthalmology Service

This is a comprehensive, locally-available hospital eye service run by 7 consultants, available to the whole of Cornwall. This service includes a 24-hour Eye Casualty service run by trained nursing and medical staff for emergency referrals from GPs and hospital practitioners which see up to 30 patients per day. There is also a new service for the modern treatment of Wet Age-Related Macular degeneration ("WARM") which meets national standards.

3.2 OTHER USEFUL SERVICES

The service carries out modern day-case eye surgery in Penzance and Truro for conditions as diverse as eyelid diseases, squints and cataracts. They are expecting to provide an improved service for retinal surgery in the near future, and their current surgical results are as good as, or better than, the national standards in the UK.

Their orthoptic department screens for and treats childrens' eye conditions such as squint and lazy eye, as well as adult squints and double vision and they are part of the widely-praised Cornwall Diabetic Retinopathy Screening Service (DRSS), which prevents blindness due to diabetes by examining and, if necessary, efficiently treating over 90% of all diabetic patients in the county.

For Outpatients Reception contact **01872 253926**

3.2.12 Orthotics

The Orthotics Service (sometimes known as the Surgical Appliance Service) is responsible for the assessment and supply of equipment and appliances such as insoles, adapted shoes, leg splints and wrist supports. It can also be something more complicated such as a brace or caliper, depending on your individual needs.

A referral to the service can be made by a GP, a consultant, a physiotherapist, or an occupational therapist although it is more frequently referred to through the Podiatry service.



3.2 OTHER USEFUL SERVICES

3.2.13 Palliative Care Service

Palliative Care aims to help patients with life-threatening or degenerative illnesses, and their families to achieve the best possible quality of life.

This might include:

- ☼ Helping you to live as actively as possible;
- ☼ Taking account of your emotional, social and spiritual needs, alongside your physical ones;
- ☼ Supporting you and your family in coping with your illness and the choices you wish to make;
- ☼ Providing good relief from pain and other distressing symptoms.

Your GP or consultant can refer you to the specialist palliative care services. It is often useful to make this referral early in your condition's progression so that you can meet members of the team and find out what they can offer. Community Palliative Care (Macmillan) Team accepts self-referral or referrals via health professionals.

For referrals and contacts, call: 01872 354383

Specialist Palliative Care Multidisciplinary Team (MDT)

The specialist Palliative Care Service in Cornwall is made up of professionals with different specialities in the care of people with palliative needs such as degenerative conditions. They help with the management of complex problems when an existing plan does not seem to be working.

Hospital Palliative Care Team - 01872 258305

The Hospital Specialist Palliative Care Team which is based at the Sunrise Centre Royal Cornwall Hospital (Truro) contributes to the physical, psychological and emotional care of patients and their families.

Hospices and Day Care - 01726 65711
cornwallhospicecare@cornwall.nhs.uk

3.2 OTHER USEFUL SERVICES

St Julia's Hospice, Hayle – 01736 759070
Mount Edgecumbe Hospice, St Austell – 01726 65711

3.2.14 Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) can:

- ☼ Listen to your concerns, suggestions or queries;
- ☼ Provide information on NHS Services;
- ☼ Advise and support patient, their families and carers;
- ☼ Help sort out problems with you or on your behalf.

PALS act impartially when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate or prompt solutions.

Contact PALS on: 01726 627967
or email palsteam@ciospct.nhs.uk

3.2.15 Physiotherapy

'Physiotherapy is a healthcare profession that works with people to identify and maximise their ability to move and function. Functional movement is a key part of what it means to be healthy. This means that physiotherapy plays a key role in enabling people to improve their health, wellbeing and quality of life.⁸

They combine their knowledge, skills and approach to improve a broad range of physical problems associated with different 'systems' of the body. In particular they treat:

- ☼ neuromuscular (brain and nervous system);
- ☼ musculoskeletal (soft tissues, joints and bones);
- ☼ cardio-vascular and respiratory systems (heart and lungs and associated physiology).

3.2 OTHER USEFUL SERVICES

Physiotherapists with a special interest in neurology are accessible throughout Cornwall. Referrals to physiotherapy can be made by GPs, consultants and health care professionals. You can also self-refer by completing a self-referral form for the Physiotherapy Musculoskeletal Outpatient Service on the following link:

<http://www.cornwallandislesofscilly.nhs.uk/CornwallAndIslesOfScillyPCT/CommunityHealthServices/AZServices/P/Physiotherapy/AccessingPhysiotherapy.aspx>

Information is also available to help you locate your nearest department on the above website.

For a self-referral to the Community Physiotherapy Team please contact the Access Team on 0300 1234131

Marie Therese House (MTH) provides targeted inpatient rehabilitation for people with neurological conditions and has a physiotherapy outpatient service for those living locally. You can be referred by your GP, consultant or health professional.

The contact number is 01736 758890

RENEW

To find out about the RENEW service locally, which provides maintenance exercise classes according to your needs.

Contact Helen Tite at The Core on 01326 310760.

For exercise and activity opportunities please see the

'Get Active' website: <http://www.getactivecornwall.co.uk>

(Private physiotherapy contacts are listed in the yellow pages.)

3.2 OTHER USEFUL SERVICES

3.2.16 Podiatrist

The Podiatry Service is an NHS service for anyone who has an identified medical and / or podiatry need for their feet. You can access the service via self-referral. Paper forms are available at all Podiatry clinics across Cornwall and at all GP surgeries, Health Centres and Community Hospitals. The form is available electronically from the CHS website at www.cornwallandislesofscilly.nhs.uk/CornwallandIslesofScillyPCT/CommunityHealthServices/AZServices/p/Podiatry/Pc. Alternatively, you can be referred by another healthcare professional using the same methods.

Advice on suitable footwear can be obtained from the Podiatry Department. Leaflets and catalogues are available at Podiatry clinics. Specialist footwear can be referred for as mentioned above.

3.2.17 Psychologist

A range of support is available to people who have a life-threatening or degenerative illness. As part of this, people may find it helpful to see a Clinical Psychologist who specialises in helping people and their families cope with the stresses and strains of such conditions.

Having a serious illness can be difficult to cope with for anyone. Some of these difficulties can be dealt with by the person themselves, with the help of their families and / or friends, or possibly with the support of their healthcare team (nurses, doctors etc.). Some particular problems may also benefit from the help of the Neurology Psychology Service in Cornwall. Out-patient referrals into the service are accepted from hospital and community consultants (and their junior doctors) and general practitioners.

**Contact: Acute Trust Psychology Service
Incorporating Health Psychology and Neuropsychology
Royal Cornwall Hospital Telephone: 01872 253387**

3.2 OTHER USEFUL SERVICES

Referrals are accepted for:

- ✿ Differential Diagnosis;
- ✿ Assessment of cognitive involvement;
- ✿ Assessment of cognitive deficits for which there is no known organic basis.

Assessment of cognitive function to assist professionals in decisions on:

- ✿ Establishing baseline functioning and monitoring change over time
- ✿ Assessment of cognitive and psychosocial factors impeding rehabilitation.

Typical interventions include:

- ✿ Feedback and problem-solving with patient and/or care-givers;
- ✿ Advice on coping with cognitive deficits, including handouts if appropriate and followed by a written summary;
- ✿ Consultation for other professionals involved care including treatment strategies and supporting self-help materials;
- ✿ Signposting to other relevant services;
- ✿ Specialist time-limited psychotherapeutic intervention from a clinical neuropsychologist.

At the initial appointment(s), a neuropsychological assessment is completed. This is followed by a written report to the referrer and GP. Interventions are provided as appropriate and agreed in collaboration with the patient. The patient is not case-managed by the Clinical Neuropsychology Service.

Except in very exceptional circumstances, the service is unable to provide a community service due to resource limitations and the unsuitability of many environments for formal testing.

3.2 OTHER USEFUL SERVICES

3.2.18 Rapid Assessment Teams (RATS)

There are RATS teams in each district of Cornwall who offer services that can last up to 6 weeks depending on need. The teams are made up of professionals from Adult Care and Support and the NHS. Anyone can make a referral to the RATS teams if they believe that this may prevent a person's imminent admission to hospital or into care, although most referrals come from health care professionals.

The aims of the teams are to:

- ✿ Provide fast, intensive support and care to avoid a possible hospital admission;
- ✿ Facilitate an early discharge from hospital;
- ✿ Prevent a marked deterioration in a person's health and well-being; this is carried out within a person's home, or local community.

To do this, the teams may do some or all of the following:

- ✿ Arrange short-term care-intensive packages, including night-sitting;
- ✿ Provide re-ablement, physiotherapy or occupational therapy programmes at the person's own home;
- ✿ Provide intensive nursing support within the person's own home, in addition to the existing District Nursing teams;
- ✿ Rapidly deliver specialised equipment to the patient's home in order to prevent a hospital admission.

At the end of the RATS team intervention, a care plan will have been made to meet the continuing needs of the person, if appropriate. This will be passed on to the existing Adult Care and Support or health community teams as appropriate, and normal charges for care will apply.

You can contact the RATS team for your area through Adult Care and Support, contactable on **0300 1234131**

3.2 OTHER USEFUL SERVICES

3.2.19 Specialist continence services

The Bladder and Bowel Specialist Service for Cornwall provides professional advice, guidance and information on the promotion and management of continence; and facilitates best practice in continence care for faecal and urinary incontinence, including enuresis, and related bladder and bowel problems for children, young people and adults.

The Bladder and Bowel Specialist Service team work closely with healthcare professionals in hospital and the community. By working together, they ensure the maximum level of help is available to you. They will receive referrals from primary care teams where your treatment has not been successful. They assess, treat and help prevent incontinence in order to establish and maintain a good quality of life and they work in partnership with people who have difficulty controlling their bladder and /or bowels.

Appointments are generally offered in a clinic setting. This will normally be a community hospital outpatient department or health clinic. The Bladder and Bowel Specialist Service Team includes: a nurse consultant, 2 nurse specialists and secretarial support.

**The service is based in St Austell Community Hospital:
contact 01726 291042
(Monday-Friday, excluding Bank Holidays)**

3.2.20 Speech and Language Therapy

The Adult Speech and Language Therapy (ASLT) service covers Cornwall and The Isles of Scilly. The service operates an open referral process for communication difficulties. That means that an individual may refer themselves or can be referred by another person acting on their behalf. This could be a relative, nurse, doctor or allied health professional. In all cases the person who has the difficulty must have agreed to the referral.

3.2 OTHER USEFUL SERVICES

If an individual has swallowing difficulties, a medical referral is usually requested as it is important that the GP or consultant is aware of the difficulty. However referrals are accepted from others who have received training from the service in making these referrals. Any individual experiencing swallowing difficulties is advised to see their GP or consultant who will contact the ASLT service on their behalf.

ASLT offers assessment, diagnosis, treatment and advice. This may be delivered in a hospital, but may also be in a clinic, home, nursing home or residential home depending on the individual's circumstances. speech and language therapists are located across Cornwall so patients are normally seen at a location near to home.

Most patients are seen by their local therapist. However they may sometimes be referred to a more specialist therapist such as the Specialist in Progressive Neurological Disorders, the Macmillan Speech and Language Therapist or the Dysphagia (swallowing disorders) specialist for further assessment, advice, a second opinion or ongoing intervention.

Individuals are not seen for long periods; many people receive intervention, are reviewed and can be discharged with advice on self-management. Patients are provided information on when and how to refer themselves back into the service if required. Occasionally some people require lengthier interventions because of the complexity of their difficulties.

3.2 OTHER USEFUL SERVICES

Communication Aids: A number of individuals with long-term neurological conditions require alternative forms of communication. These range from simple systems such as using pen and paper or a picture chart through to computer-based systems. The ASLT service can provide a limited range of communication aids on a loan basis only. Voluntary organisations concerned with specific conditions (for example, the MND Association) may be able to assist in loaning such equipment. Individuals requiring other systems will be directed to sources to assist in identifying these systems such as a Communication Aid Centre. Funding is not available via the ASLT service. Patients are often required to find their own sources of funding such as through using a personal budget. Health service commissioners will consider all applications for funding.

Initial contacts should be made to:

Adult Speech and Language Therapy Service
Room G005
Truro Health Park
Infirmery Hill
Truro TR1 2JA

Locality contacts:

Launceston Hospital – 01566 765708 or 01579 348589
Callington Health Office Torpoint & Saltash –
01579 335219
Bodmin – 01208 256297
Liskeard – 01579 335385
Stratton, Bude, Camelford – 01288 287740
Wadebridge, Padstow, Port Isaac – 01208 256800
Newquay – 01726 291116 or 01726 291252
Truro, Perranporth, St Agnes – 01872 246960
St Austell – 01726 291116

3.2 OTHER USEFUL SERVICES

Truro – 01872 246960
Falmouth – 01326 434782
Camborne – 01209 881621
Helston – 01326 435827
Penzance – 01736 575502

National contact:

The Royal College of Speech and
Language Therapist,
2 White Hart Yard,
London SE1 1NX
www.rcslt.org

3.2.21 Stroke Service

Cornwall Stroke Service treats about 1000 new stroke patients and between 600 and 700 patients with transient ischaemic attacks (TIAs) every year.

The service is spread across Royal Cornwall Hospital, the Stroke Rehabilitation Unit at Camborne, and Redruth Community Hospital's Lanyon Stroke Unit (Rehabilitation).

All patients who are resident in Cornwall have access to support from a network of Stroke Care Coordinators and specialist therapists (physiotherapists and occupational therapists) in the community.

CSS is a multidisciplinary team of professionals including doctors, nurses, physiotherapists, occupational therapists, speech and language therapists, dieticians, support workers and stroke care coordinators who work in liaison with patient's family, carers and GP. It has close links with South West Ambulance Services to achieve reliable, prompt and efficient access to treatment for all patients with stroke and TIAs.

3.2 OTHER USEFUL SERVICES

Patients with symptoms suggestive of stroke (facial weakness, arm and leg weakness and speech problems) are advised to call 999 for assessment and prompt transfer to Accident and Emergency, to ensure immediate treatment including thrombolysis, if clinically appropriate. The service strives to treat all stroke patients in specialist stroke units in acute and community hospitals as well as in the community. CSS also runs daily TIA clinics (Monday – Friday) which will soon be extended to 7 days per week.

Further information about CSS can be obtained by calling **01209 881622**

3.2.22 Wheelchair Service

Requests for wheelchairs for residents are made through the NHS Referral Management Centre.

The phone number for this service is **01872 226700**

The aim of the wheelchair service is to assess and provide long term loan wheelchairs and any appropriate supporting equipment such as cushions or special seating systems. The eligibility criteria for the provision of wheelchairs have been amended to be more responsive to customers' clinical needs. The criteria were simplified and extended following consultation with wheelchair users and others about the new service for wheelchair provision.

All referrals should be made through the NHS Referral Management Centre, with the triage process carried out by qualified and skilled allied health professionals then 'signposting' referrals as standard or non-standard. The service will be provided to anyone, of any age, who is registered with a GP in Cornwall or the Isles of Scilly.

3.2 OTHER USEFUL SERVICES

The process for provision of wheelchairs is the same for all individuals:

1. Your GP or other health or social care professional makes a referral to the NHS Referral Management Centre, preferably by phone;
2. Triage of all referrals;
3. Assessment of need;
4. Unless a wheelchair is not clinically indicated, the customer is signposted to a wheelchair provider (who may undertake further assessment);
5. Provision of equipment that meets clinical need.

Short term wheelchairs:

Anyone who needs a wheelchair or buggy for a short term medical need, for approximately six months or less should approach the Community Equipment Loan Stores for a short-term loan chair or buggy.

The type of chairs offered:

Wheelchairs and buggies (for children) will be provided; this includes standard lightweight, active user, electrically powered indoor and indoor/outdoor wheelchairs. It also includes equipment to maintain pressure care and posture within the chair, including specially modified equipment and custom made equipment. All equipment is provided on a long-term loan basis for as long as the person requires. Equipment will be reclaimed by the service if it needs replacing, or is no longer needed or used.

What if we want a different chair to the one the NHS can offer?

The range of chairs available through the wheelchair service provider is limited. Should a patient wish to have more choice in the chair that is provided, they can access the voucher scheme.

3.2 OTHER USEFUL SERVICES

The voucher scheme allows a person to receive a voucher for the value of the NHS chair they would be issued, so that they can purchase the chair of their choice from an accredited supplier, subject to it meeting clinical need. In some cases this may mean a 'top up' amount is required from the chair user. For more details on the voucher scheme please speak to a representative at the wheelchair service.

How many chairs can be provided?

The wheelchair service will usually provide one chair and one pressure-relieving cushion (if required) per person, unless the person uses an electric powered indoor or indoor/outdoor chair where a manual standard chair will be provided for use as a back-up chair. A second chair will only otherwise be provided in exceptional circumstances.



COMMONLY ASKED QUESTIONS

Advice about my condition

How can I learn to manage my condition myself?

Self management is a way for people to take positive action in partnership with health and social care professionals caring for them, to reduce pain, improve the use of medication and enhance their overall quality of life.

To learn how to take an active role in the management of your condition discuss this with your GP, specialist nurse, or health or social care professional.

The Expert Patient Programme (EPP) is a free of charge six week courses to provide tools and techniques to help you take control of your health and manage your condition on a daily basis.

For further information see section 3.2.7.

Who should I contact if I need support or advice?

If you are under the care of a consultant, healthcare professional or specialist nurse then contact them in the first instance. If you do not have anyone assigned to you then speak to your GP.

If you need support or advice of a non-medical nature then you can contact a Neurology Care Advisor for signposting and support on **01209 881656** (Mid and West Cornwall) or **01208 256259** (East and North Cornwall) or email neurorehab@cornwall.nhs.uk

Where can I get information about my condition?

For information about your condition your consultant, healthcare professional or specialist nurse should be contacted. If you are not under the care of any of the above then your GP would be able to give you advice about how to access information about your condition.

COMMONLY ASKED QUESTIONS

When should I contact the neurology service? I have concerns about changes in my physical ability – who can I ask?

If you have been referred by your GP to the neurology service and are awaiting your first appointment they will contact you with a clinic appointment. If there is a delay you should contact the secretary for general enquiries to find out when you will be seen. Also if you are awaiting a follow-up clinic appointment, you may wish to find out when this is by contacting the secretary.

The general enquiry contact number is: 01872 252715

If you are under the care of a named consultant neurologist and you have a clinical or medical question for them you can call their secretary listed in the previous section. If you are under the care of a specialist nurse or professional allied to medicine, please inform them immediately of your change in health as this may result in a change of treatment.

If you have a sudden change in your condition such as paralysis it is important to contact your GP or emergency service on 999

What tests are used to confirm diagnosis of a neurological condition?

The GP and consultant neurologist will initially perform a physical examination and to aid diagnosis may refer you to the Neurophysiology department or Radiology department, or if necessary for a lumbar puncture, or nerve / muscle biopsy test.

All of these tests provide information to assist with diagnosis. Not all neurological conditions need these additional tests and your consultant will discuss this with you. The Neurophysiology department provides diagnostic Electroencephalogram (EEG) which is the recording of the brains' electrical activity, Telemetry, peripheral nerve and muscle studies.

COMMONLY ASKED QUESTIONS

The Radiology department provides scans of the body including: Magnetic Resonance Imaging (MRI) and Computerised Tomography (CT), X-ray and ultrasound imaging. The Nuclear Medicine department provides more detailed scans using positron emission tomography (PET) studies for in-depth contrast studies.

I am having difficulty coming to terms with the changes in my life due to my neurological condition. Who should I speak to?

You may find it helpful to speak with your doctor or a health professional or perhaps get involved in a support group.

There's no definite time limit on the coping process. Everyone has a different process of coming to terms with and accepting a neurological condition. In fact, most people will find that emotions surface at all stages in the process. Even if treatments go well, it is natural to feel sad or worried from time to time; recognising and being aware of these emotions as they surface is all part of the coping process.

[Please refer to Mental Health Services on section 3.2.9.](#)

I seem to be waiting a long time for an appointment. Is there any way I can speed it up?

If you are waiting for an outpatient appointment with a hospital consultant, and it is your first appointment, you should speak to your GP in the first instance. With the help of your GP you may be able to choose an alternative hospital with a shorter waiting time.

If you are awaiting a physiotherapy appointment and are concerned about when your appointment is likely to be please contact your local department, ([see the section on physiotherapy for contact information](#)).

If you have already been seen as an outpatient and are waiting for a follow-up appointment and think that this is taking too long, you may like to contact the secretary of the relevant consultant in the first instance.

COMMONLY ASKED QUESTIONS

If you have been waiting a long time for a social care assessment you may like to contact the Adult Care and Support team at Cornwall Council by calling **0300 1234 131**. The Helpdesk is the first point of contact for social care referrals and the Customer Service Advisors should be able to help with regard to waiting times for assessment.

It is difficult for me to get to hospital appointments, and the public transport is inaccessible / unavailable in my area. Am I eligible for transport to appointments? If so, how do I arrange this?

Patient Transport is a service provided for patients who require skilled staff to support them to and from treatment due to their medical or mobility condition. Patient Transport is available for outpatient appointments, inpatient treatment, discharge from hospital and hospital transfers. However an individual will require an eligibility assessment before patient transport can be authorised. If this is a first referral to a hospital appointment, the individual will need to speak to their GP about whether they are eligible to receive this service. Subsequent referrals for patient transport should be made by the health professional (doctor or therapist) providing your treatment. **For more information, please see the extensive appendix on community transport.**

Care services and funding

Is there anyone who can co-ordinate my care?

To discuss your care needs, please contact the Adult Care and Support team at Cornwall. **Contact 0300 1234 131 or email adultcareandsupport@cornwall.gov.uk**

Do I have any choice in home carers who come to the home?

You may have a home carer provided directly by your local Adult Care and Support (ACS). Whilst they cannot guarantee you a choice of provider, if you have particular preferences they will try to accommodate them.

COMMONLY ASKED QUESTIONS

They will also do their best to provide services that fit in with your way of life and your cultural needs.




Alternatively, you may have paid for a home carer that is provided through an agency. Again if you have any preferences or concerns, you should discuss this with the agency in the first instance.

All home care agencies in England are regulated and inspected regularly by the Care Quality Commission. This guarantees certain minimum standards of service. Home care agencies must also conduct police checks on all employees who will be working with older and / or disabled people.

What elements of the care I need will be means-tested? Who do I contact to be means-tested, and how long will it take?

Social care, such as help with washing, dressing, feeding and leisure activities is available from Cornwall Council and in a variety of settings including your home. However your needs will have to be assessed and part of this assessment process includes means-testing. Some people will be entitled to have all their costs paid whilst others with savings may have to pay the full cost of the care they receive. Most will fall between these two points and will have to pay a contribution towards the costs of their care.

Social care commonly means:

-  Residential and nursing care;
-  Temporary or respite care;
-  Services you receive in your own home (home care) or at a Day Centre.

Social care departments have a duty to assess people who appear as though they may benefit from a community care service. When you enquire about receiving services you will be asked about your circumstances so that you get a proper assessment of your needs.

COMMONLY ASKED QUESTIONS

Waiting times for assessments vary greatly according to demand. For an assessment and further information on current waiting times you will need to contact the Adult Social Care Team Helpdesk. Some social care services such as occupational therapy services are not means tested.

**Further information is available from the Adult Helpdesk on:
0300 1234 131**

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. You can claim if you, (or someone living in your property), is disabled and you, (or the person on whose behalf you are applying), are either the owner or tenant (including licensees) of the property, and that you can certify that you, (or the person on whose behalf you are applying), intend to occupy the property as your (their) only or main residence throughout the grant period - currently set at five years.

A grant can be used for adaptations to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

If you are disabled, acceptable types of work include:

- ✿ widening doors and installing ramps;
- ✿ providing or improving access to rooms and facilities – for example, by installing a stair lift or providing a downstairs bathroom;
- ✿ improving or providing a heating system which is suitable for your needs;
- ✿ adapting heating or lighting controls to make them easier to use;
- ✿ improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child.

COMMONLY ASKED QUESTIONS

An occupational therapist will look at your circumstances and can recommend the type of adaptation(s) needed. The amount paid is usually based on a financial assessment – a ‘means test’ – of your average weekly income in relation to your outgoings. Means-testing will take into account savings above a certain limit. Certain benefits including Disability Living Allowance and Income Support are generally ignored. If you have a partner, your combined income will be assessed jointly. Capital is included in the means test. The first £6,000 of savings is disregarded.

A range of premiums and allowances is used for all essential outgoings, for example, rent or mortgage and personal expenditure. Actual outgoings are not taken into consideration. Depending on the outcome of this assessment, the amount of financial assistance offered can vary from 0-100% of the cost. To apply contact the housing or environmental health department of your local council ([see Question 48 above](#)) and ask them to send you an application form. You must apply for a grant before you start any work – you will not normally get any grant if you start work before the council approves the application. The local council must notify you of the result of your application, in writing, within six months of the date of application.

What parts of my care will be free?

NHS Continuing Healthcare is the name given to a package of care which is arranged and funded solely by the NHS for individuals outside of hospital who have ongoing healthcare needs. You can receive Continuing Healthcare in any setting, including your own home or a care home. NHS Continuing Healthcare is free, unlike help from the Department of Adult Care and Support for which a financial charge may be made depending on your income and savings.

In your own home, this means that the NHS will pay for healthcare (e.g. services from a community nurse or specialist therapist) and personal

COMMONLY ASKED QUESTIONS

care (e.g. help with bathing, dressing and laundry). In a care home, the NHS also pays for your care home fees, including board and accommodation. Anyone assessed as having a certain level of care needs may receive NHS Continuing Healthcare. It is not dependent on a particular disease, diagnosis or condition, nor on who provides the care or where that care is provided. If your overall care needs show that your primary need is a health need, you should be eligible for NHS Continuing Healthcare.

Once eligible for NHS Continuing Healthcare, your care will be funded by the NHS but this is subject to review, and should your care needs change, the funding arrangements may also change. If you are not eligible for NHS Continuing Healthcare, the local authority will discuss with you whether you may be eligible for support from them. If you are not eligible for NHS Continuing Healthcare but still have health needs, then the NHS may still pay for part of the package of support. This is sometimes known as a 'joint package' of care. One way in which this is provided is through NHS-funded nursing care. It can also be by the NHS providing other funding or services towards meeting your needs. Where the local authority is also part-funding your care package then, depending upon your income and savings, you may have to pay a contribution towards the costs of their part of the care.

There is no charge for the NHS part of a joint package of care.

Whether or not you are eligible for NHS Continuing Healthcare, you are still able to make use of all of the other services from the NHS in your area in the same way as any other NHS patient.

You should receive NHS-funded nursing care if:

- 🌿 you are resident within a care home that is registered to provide nursing care, and
- 🌿 you do not qualify for NHS Continuing Healthcare but have been assessed as requiring the services of a registered nurse.

COMMONLY ASKED QUESTIONS

Most individuals will not need to have a separate assessment for NHS-funded nursing care if they have already been considered for NHS Continuing Healthcare. That is because this process will give sufficient information to judge the need for NHS-funded nursing care.

Is there any other financial help available?

If you are on a low income and faced with costs that are difficult to pay for out of your normal income, the Discretionary Social Fund may be able to help. The Discretionary Social Fund can provide grants and interest free loans for a variety of needs that are difficult to meet from weekly benefits. There are three types of payment.

1. Community Care Grants – These are intended to promote community care by helping people on qualifying benefits to live independently in the community.

2. Budgeting Loans – These are interest-free loans to help people who have been on a qualifying benefit for at least 26 weeks to help with intermittent expenses for particular items to which it may be difficult to budget, allowing the cost to be spread over time.

3. Crisis Loans – These are interest-free loans for people on benefits or not, who are unable to meet their short term needs in an emergency or as a result of a disaster, or in certain circumstances, for rent in advance.

(Qualifying Benefits are income-related employment and support allowance, income support, income-based jobseekers' allowance and pension credit.)

To apply for a Community Care Grant, request form SF300 and for a Budgeting Loan, form SF500, which are available from your local Jobcentre Plus Office or can be downloaded from the DWP website www.dwp.gov.uk. Some other financial help may be available from charitable sources.

COMMONLY ASKED QUESTIONS

Access to these funds can depend on a number of criteria and there are a variety of different charities offering financial support. In the first instance we would recommend contacting the help desk or information line for your neurological condition.

Am I eligible for free prescriptions?

A three monthly PPC (Prescription Prepayment Certificate) is available and saves you money if you need four or more items in three months.

A 12 month discounted certificate is available and saves money if 15 or more items are needed within 12 months.

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- ☼ are 60 or over;
- ☼ are under 16;
- ☼ are 16-18 and in full-time education;
- ☼ are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx);
- ☼ have a specified medical condition and have a valid medical exemption certificate (MedEx);
- ☼ have a continuing physical disability that prevents you from going out without help from another person and have a valid (MedEx);
- ☼ are affected by epilepsy requiring continuous anticonvulsive therapy;
- ☼ hold a valid war pension exemption certificate and the prescription is for your accepted disability;
- ☼ are an NHS inpatient.

(The (MedEx) lasts for five years and then needs to be renewed. You may receive a reminder that your certificate needs to be renewed. If you don't receive a reminder, it is your responsibility to ensure that it is renewed.)

COMMONLY ASKED QUESTIONS

You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- ☼ Income Support;
- ☼ Income-based Jobseeker's Allowance;
- ☼ Income-related Employment and Support Allowance, or;
- ☼ Pension Credit Guarantee Credit.

Phone **0845 601 8076** for queries about medical exemption certificates.

What benefits may I be entitled to?

There is a whole array of benefits which you may be entitled to and this depends on individual circumstances. Those people with a disability will usually claim one or more of the following:

- ☼ Disability Living Allowance;
- ☼ Severe Disablement Allowance;
- ☼ Attendance Allowance;
- ☼ Carers Allowance;
- ☼ Incapacity Benefit.

Rules are complex and some benefits are paid at different rates depending on the extent of your disability. Your entitlement to one benefit can also be affected by other benefits you may be claiming. It is always worth seeking independent advice and we would suggest you contact your local Citizens Advice Bureau (see Question 46 for contact details) in the first instance for comprehensive advice and assistance, or call the Benefits Advice Line free on

0800 882 200 or www.direct.gov.uk

COMMONLY ASKED QUESTIONS

In addition to the above benefits there are a whole range of others designed to support people on low incomes including:

- ☼ Income Support;
- ☼ Employment Support Allowance;
- ☼ Income related;
- ☼ Working Tax Credit;
- ☼ Job Seekers Allowance;
- ☼ Pension Credit Housing Benefit;
- ☼ Child Tax Credit;
- ☼ Council Tax Benefit.

Continuing Health Care and Funded Nursing Care

Where can I find information about local care homes?

The Adult Care and Support Department at Cornwall Council can give help and advice regarding Care Homes in Cornwall.

Assessment and advice is offered to everyone regardless of whether they intend stay in a care home privately, or with assistance from Adult Care and Support. A list of local Care Homes is held by Cornwall Council.

If you would find it helpful to discuss your situation and get some help and advice, please contact Adult Care and Support on 0300 1234 131

All Care Homes are inspected and regulated by the Care Quality Commission to ensure they meet national minimum standards of care. Inspection reports on specific care homes are available from CQC. You can contact them at:

The Care Quality Commission
St Nicholas Building, St Nicholas Street,
Newcastle Upon Tyne, NE1 1NB.
Telephone: 03000 616161 or email: enquiries@cqc.org.uk

COMMONLY ASKED QUESTIONS

How do I apply for Continuing Healthcare funding in Cornwall?

To apply for Continuing Healthcare funding in Cornwall you will require an assessment. The assessment of an individual's health needs is central to providing appropriate NHS health care including Continuing Healthcare services.

In many cases people with continuing healthcare needs will require additional specialist assessment. Specialist assessment is undertaken by appropriately qualified or experienced clinical staff and ensures that the individual receives the most appropriate health care. The decision as to whether an individual meets the eligibility criteria will be reached through the process of clinical assessment.

An assessment comprises many elements including:

- ☼ assessing the individual patient's condition and health needs;
- ☼ establishing the health objectives for the patient;
- ☼ assessing the requirements for health services;
- ☼ identifying different health care treatment options;
- ☼ discussing the health care treatment options with the patient and, if appropriate, with their carer/relative;
- ☼ deciding the appropriate mode of delivery of services;
- ☼ agreeing the outline treatment plans including when it will be reviewed;
- ☼ agreeing a detailed treatment plan up to the first assessment;
- ☼ identifying the health professional's responsibility for reassessment.

Specialist assessment means that which is undertaken by clinicians who have additional specific and recognised training and / or a qualification, or expertise equivalent to a qualification, to that area of medical or nursing treatment. In the first instance you will normally be medically assessed by your GP or your consultant who may then refer you to the specialist service, usually for a multi-disciplinary assessment to determine what further help or treatment may be appropriate for you.

COMMONLY ASKED QUESTIONS

For further information, please ring the Continuing Healthcare team on the following numbers:

West Team – 01209 886600

Central Team – 01726 627962

North and East Team – 01579 335292

What do I do if I am turned down, and wish to appeal?

NHS Cornwall and the Isles of Scilly have a duty to carry out an assessment in accordance with set criteria for the Southwest. NHS Cornwall informs the person assessed of the outcome of the assessment and, if the decision is not to provide NHS Continuing Healthcare, the individual can request a review of that decision, which should take place within 14 days.

NHS Cornwall will attempt to ensure that the dispute is resolved through local discussions with you and if this cannot be done, a full review panel will be organised to look at your case afresh. Anyone who is dissatisfied about the procedure followed by NHS Cornwall, or the application of the criteria, whose case has not been able to be resolved informally, may apply for review of the case to a panel.

If you are unhappy with the response to your complaint, you should be told that you can request an independent review from the Healthcare Commission. If you remain dissatisfied following a review or if a review is refused you can then approach the Health Service Ombudsman. The Ombudsman will normally expect complainants to have tried to resolve their concerns through the NHS complaints procedure before he or she considers taking a case on.

COMMONLY ASKED QUESTIONS

Carer support

Is there any way my spouse / family carer can have training in moving and handling, and first aid?

If you have a therapist involved in your care, they they are able to provide training in moving and handling for your spouse or family carer(s). They should also be able to access a manual handling adviser if needed. If your needs have changed, please contact Adult Care and Support (ACS) or speak to your GP.

Cornwall Carers Support Service offers free training for carers, run by St John's Ambulance in association with Cornwall County Council. This training includes information about a carer's role, managing continence, moving and handling skills, prevention of falls, first aid, stress management and benefits advice.

For more information, contact:

Tel: 01872 243531. Fax: 01872 241511 or

Look at the leaflet online:

www.cornwallcrr.org.uk/services/carers/carers-training

How can my partner get a break from caring for me?

If your partner or family would like a break, respite care may be appropriate. It may be possible for you to stay in a residential or nursing home for a short period of time, giving them time at home or enabling them to take a holiday away. Some holiday options are also available around the country, and abroad, dependant on your needs, for a holiday for you or a break away together, or as a family.

They may also like regular short breaks for a few hours to pursue a hobby or take time for themselves or perhaps they would just like a good night's sleep. There are a range of services that can provide trained people to look after you for just such purposes, during the day or night.

(continued overleaf)

COMMONLY ASKED QUESTIONS

Please ask for a Carers Assessment – your partner or family carer is entitled to one by law. An assessment is the gateway to a whole range of support services. Please contact Adult Care and Support on **0300 1234 131**

Home adaptations and equipment

I am becoming increasingly disabled, and find it difficult to do simple things like answering the door, switching on the television and lights. I am told that Environmental Controls may help. How do I arrange for these to be fitted?

Tremorvah Industries have a Smart House set up to demonstrate some of the environmental systems that are available.

Contact them on **01872 324340** for initial enquiries.

Tremorvah Industries or Possum can undertake an assessment of what environmental controls are needed. Adult Care and Support (ACS) can help apply for a Disabled Facilities Grant (DFG) to fund them, which is means-tested. Personal budgets may be another method of funding environmental controls, if you are eligible, and you can speak to Adult Care and Support or your social worker about personal budgets.

You can request an assessment for getting more complex environmental controls fitted within the home by asking your GP to refer you to the consultant in stroke and neuro-rehabilitation, who currently assesses for environmental controls, to enable people to stay independent in their own homes.

What call systems are available for people in their own homes?

The following call systems provide 24-hour peace of mind. They consist of a small personal radio transmitter (pendant) that can be worn around the neck, clipped to clothing, or worn on a wrist strap.

COMMONLY ASKED QUESTIONS

The pendant will trigger a base unit that will sit alongside your telephone. They are easy to use and keep clean. Simply press the red button on the alarm unit or the pendant and you will be connected to a control centre through your telephone line. Upon receipt of the call, the control room staff will talk to you over a loud speaker and identify the problem. They will decide what course of action can be taken, either by contacting your family, friend, or emergency service.

Systems available include:

Cornwall Lifeline – **01872 224521**

Active Link – **0808 202 7728** (via Coastline Housing)

Age Concern – **0800 772 266**

Help The Aged/Eldercare senior Link – **0845 053 2306** or **0845 603 4576**

What equipment should be provided through health and social care services?

Some equipment may be provided after an assessment of your needs by an occupational therapist. This may include bathing aids and grab rails or other personal care aids.

To make a request for an assessment, please contact the Access Team. You may be directed to purchase your own equipment, depending on your level of need.

Contact Adult Care and Support on **0300 1234131**

Is there anywhere I can go to try out equipment (e.g. bath lifts, closamat) before I buy it?

The right equipment can make a big difference to your ability to live independently in your home. It's a good idea to get specialist advice and to always try out equipment before you buy it. Disabled Living Centres offer the chance to try out a wide range of equipment. They offer free, independent advice about what products are available, how much they cost and where to get them. (continued overleaf)

COMMONLY ASKED QUESTIONS

Local Disabled Living Centres:

Cornwall Mobility Centre, Tehidy House, Royal Cornwall Hospital, Truro, TR1 3LT. **01872 254920**

HSC Mobility, Unit 16, Mobility House, Marsh Lane Industrial Park, Hayle, TR27 5JR. **01736 755927**

Tremorvah Industries, Unit 8, Threemilstone Industrial Estate, Truro, TR4 9LD. **01872 324340**

The Disabled Living Foundation helps older and disabled people find equipment to enable them to live independently in their own homes. **www.dlf.org.uk**

Their services include:

- ☼ a helpline service, which answers queries about equipment **0845 130 9177**;
- ☼ an equipment demonstration centre, where you can try out equipment and get advice from occupational therapists and physiotherapists;
- ☼ a range of online fact sheets to help you choose equipment, including stair lifts, hoists, scooters and household equipment.

The foundation has also launched an online service to help choosing products around the bathroom, bedroom, stairs and telecare: the 'Living made easy' **www.livingmadeeasy.org.uk** website provides free, impartial information on all products available in the UK.

There is also a local online service called AskSARA, which helps you find useful advice and products that make daily living easier **www.asksara.org.uk**

COMMONLY ASKED QUESTIONS

How do I apply for a Disabled Facilities Grant?

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical.

You can claim if you, (or someone living in your property), is disabled and you, (or the person on whose behalf you are applying), are either the owner or tenant (including licensees) of the property you can certify that you, (or the person on whose behalf you are applying), intend to occupy the property as your/their only or main residence throughout the grant period - currently set at five years.

A grant can be used for adaptations to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

If you are disabled, acceptable types of work include:

- ☼ widening doors and installing ramps;
- ☼ providing or improving access to rooms and facilities – for example, by installing a stair lift or providing a downstairs bathroom;
- ☼ improving or providing a heating system which is suitable for your needs;
- ☼ adapting heating or lighting controls to make them easier to use;
- ☼ improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child.

An occupational therapist will look at your circumstances and can recommend the type of adaptation(s) needed. The amount paid is usually based on a financial assessment – a 'means test' – of your average weekly income in relation to your outgoings. Means-testing will take into account savings above a certain limit.

COMMONLY ASKED QUESTIONS

Certain benefits including Disability Living Allowance and Income Support are generally ignored. If you have a partner, your combined income will be assessed jointly. Capital is included in the means test. The first £6,000 of savings is disregarded.

A range of premiums and allowances are used for all essential outgoings, for example, rent or mortgage, and personal expenditure. Actual outgoings are not taken into consideration. Depending on the outcome of this assessment, the amount of financial assistance offered can vary from 0 to 100 per cent of the cost. To apply, contact the housing or environmental health department of Cornwall Council and ask them to send you an application form. You must apply for a grant before you start any work – you will not normally get any grant if you start work before the council approves the application. The local council must notify you of the result of your application, in writing, within six months of the date of application.

How do I get a wheelchair? Will I have to pay for it?

If you need a wheelchair for long term use, ask your GP, District Nurse or other health professional to refer you to the NHS Wheelchair Prescription Service, which provides wheelchairs (with pressure cushions or special seating) to the residents of Cornwall with a permanent disability. Clients must meet eligibility criteria based on clinical need. Assessments can be undertaken in your home if preferred.

If you are a current NHS wheelchair user, you can self-refer via the Referral Management Centre on 01872 226700

All wheelchairs issued are provided on long-term loan and are maintained free of charge. The service operates a Voucher Scheme which contributes to the cost of a wheelchair of higher specification, if needed.

The service is only for long term or permanent wheelchair users who need their wheelchairs for mobility indoors or meet certain criteria.

COMMONLY ASKED QUESTIONS

If, having undergone your assessment, you find that you are not eligible for a wheelchair from the above services, and have to buy one, ensure you shop around and get advice. Some of the local providers are listed below, but we cannot make recommendations.

Cornwall Mobility Centre – 01872 254920

Tremorvah Industries – 01872 324340

HSC Mobility – 01736 755927

Mobility Markets – 01209 613427

Promobility – 01326 569494

J&P Supplies – 01726 74156

For short-term loan of a wheelchair, your GP or therapist may be able to access one depending on your need. There are a number of places that hire out wheelchairs:

British Red Cross - 01872 267950

Tremorvah Industries – 01872 324340

HSC Mobility – 01736 755927

Mobility Markets – 01209 613427

Promobility – 01326 569494

J&P Supplies – 01726 74156

AskSara is a website that helps you find useful advice and products that make daily living easier: www.asksara.org.uk

How can I choose the best type of mobility scooter?

Scooters and buggies are not available through the Wheelchair Service, which means that potential users will need to purchase them privately and there are a huge range of suppliers. It is therefore very important to get as much independent advice as possible about the range of scooters and buggies available.

A comprehensive advice fact sheet entitled 'Choosing a Buggy or Scooter' is available free from the Disabled Living Foundation:

COMMONLY ASKED QUESTIONS

Disabled Living Foundation

380-384 Harrow Road, London W9 2HU

Tel: **(020) 7289 6111** or Fax: **(020) 7266 2922**

Helpline: **0845 130 9177** (10.00am-4.00pm) and

textphone: **020 7432 8009**

Email: advice@dlf.org and website: www.dlf.org.uk

Assistance with funding may be possible from various charitable bodies. They can also be purchased through Motability by offsetting some or all of your Disability Living Allowance.

Stockists of Mobility Scooters are:-

Mobility Centre South West Ltd, Lys'An'Pons,

Crockwell St, Bodmin, Cornwall, PL31 2DS

01208 75355

H.S.C Mobility, Mobility House, Marsh Lane, Hayle,

Cornwall, TR27 5JR

Launceston Mobility & Independent Living Centre Ltd,

Unit 1, Merchants Quay, Launceston

Cornwall, PL15 7ED. **01736 755927 / 01566 700528**

Mobility Markets Ltd, Unit E8, Formal Industrial Estate,

Treswithian, Camborne, Cornwall, TR14 0PY. **01209 613427**

Pro Mobility Ltd, The Old Fire Station, Trengrouse Way,

Helston, Cornwall, TR13 8AG. **01326 569494**

How do I get a powered wheelchair?

Powered wheelchairs are provided by the NHS Wheelchair Prescription Service based on an assessment of clinical need. [Please see 3.2.22.](#)

COMMONLY ASKED QUESTIONS

If you are not eligible for an NHS wheelchair and would like advice on choosing a powered wheelchair and where to buy one, it is important that you shop around and try different models out.

Where can I get a hoist to put my wheelchair in the boot of the car?

If you are unable to lift your wheelchair into a car or if you have a heavy scooter or wheelchair, there are various types of equipment to help get it in the car:

- ☀ hoists which lift a manual or powered wheelchair into the boot of a vehicle;
- ☀ rooftop hoists which winch a manual wheelchair up and on to the roof of a car;
- ☀ racks which carry a wheelchair on the back of a car trailers and ramps.

Whatever type of equipment you want, it is worth talking to a Driving Assessment Centre about how the various alternatives available may suit you. Hoists are usually installed by vehicle adaptation firms or by their local dealers.

Contact Cornwall Mobility Centre on **01872 254920**

Where can I get a stair lift?

They may offer an occupational therapy (OT) assessment to look at suitability, or other options (such as a through floor lift), and these can be provided through a Disabled Facilities Grant (DFG) depending on assessment. They can also be obtained from a number of local suppliers. It is important to be correctly assessed for your individual needs.

Contact Adult Care and Support on **0300 1234131**

Some local suppliers are listed overleaf but we cannot make recommendations.

COMMONLY ASKED QUESTIONS

Tremorvah Industries, Unit 8, Threemilstone Industrial Estate, Truro, TR4 9LD. **01872 324340**

Dolphin Stairlifts, Lamorna House, Treweloe Road, Praa Sands, TR20 9SU. **01736 763580**

How do I get help with housework, gardening, simple DIY like putting up shelves, changing lightbulbs, as well as larger home adaptations?

Some of the local care agencies provide domiciliary care, for help with weekly housework, such as vacuuming, dusting, laundry, changing bedding etc.

Contact the Neurology Care Advisor on **01209 881656** or **01208 256259** for advice.

There is a Handyperson Scheme linked to the Care and Repair Agencies. There is a means-testing element so that people on certain means-tested benefits will be charged a lower rate. The Handyperson Scheme provides help with household maintenance and repairs for people who are over 60 or have a disability, such as:

- ✿ Replacing lightbulbs, electric fuses and plugs, small window panes, broken toilet seats;
- ✿ Fit doorbells, smoke alarms, new or replacement locks;
- ✿ Repair rotten window frames, fencing and garden gates;
- ✿ Put up shelves;
- ✿ Rehang doors;
- ✿ Unblock sinks;
- ✿ Turn mattresses;
- ✿ Free home safety checks.

COMMONLY ASKED QUESTIONS

Penwith/Kerrier/Carrick/Restormel – **0800 678 1676**
North Cornwall – **01208 815615**

Caradon – **01726 815731**

Carrick Care and Repair:

Carrick and Restormel – **01872 260777**

Penwith and Kerrier – **01736 367535**

The Royal British Legion has a handyperson countywide for ex-service people and their families. For large adaptations, a Disabled Facilities Grant can be applied for.

Contact Adult Care and Support (ACS) on **0300 1234131**

Who should pay for tubing and other consumables within my home?

In general, many 'consumables' can be prescribed by your GP and obtained through your local pharmacy. More specialist consumables (e.g. tubing for suction machines) are usually funded and provided by the community nursing service. Similarly, this is accessed through your GP.

I have weakness of my neck – where can I get a neck collar?

A referral to a physiotherapist for an assessment of your neck is recommended for treatment and measurement of a collar if needed. See the section on physiotherapy for further information on referral to physiotherapy.

If you have previously been provided with a collar and need a replacement please contact the Surgical Appliance Service directly on **01872 253971**

Can I receive free continence aids?

Free continence products (pads) are available (if clinically appropriate) following individual continence assessment. Assessments are carried out by a nurse either in your home or in a clinic setting.

COMMONLY ASKED QUESTIONS

Travel, transport and driving

Information and advice about driving (e.g. can I continue to drive)?

You must tell the DVLA and your insurers if you have, or have ever had, a medical condition, neurological condition or an impairment that may affect your driving as this could make your insurance invalid. If you hold a current driving licence and have a 'notifiable' medical condition or disability, you must tell the DVLA right away. You should not wait until your licence is due for renewal. You must also tell the DVLA if your medical condition or disability has become worse since your licence was issued or if you develop a new medical condition or disability. If you are in doubt or unclear, speak to your GP.

'Notifiable' medical conditions and disabilities include epilepsy, strokes and other neurological conditions, mental health problems, physical disabilities and visual impairments. The medical standards of fitness to drive are available to all medical practitioners. If your doctor, in accordance with these standards, has advised you that you should not drive you may wish to surrender your licence.

If you have multiple sclerosis, motor neurone disease or Huntington's disease you must complete a questionnaire form CN1. If you have Parkinson's disease you must complete form PK1. Both these forms will allow the government medical adviser to contact your doctors and assess your capacity to drive. The forms are available from your doctor's surgery or online at:

http://www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG_10010623

COMMONLY ASKED QUESTIONS

What happens when I contact the DVLA – will my licence be taken away?

Once the medical adviser has all the information he or she needs, they will make a decision about your licence. You may be able to keep your licence or get a new one. You may be given a driving licence for a period of one, two or three years if the medical adviser decides that your 'medical fitness to drive' needs to be reviewed in the future. You may get a driving licence which states that special controls need to be fitted to the vehicles you drive so you can overcome the effects of a physical disability.

If the medical adviser's enquiries confirm that, as a result of your medical condition, you are not fit to drive, your licence may be withdrawn. If they have to take this course of action they will explain why they made this decision and, if possible, tell you when you can reapply for your licence; and send you a notice which will explain your right to appeal. You are also required to inform your insurance company of your condition.

Am I eligible for the Motability scheme?

The Motability Scheme can help you with leasing or buying a car if you are getting the higher rate of the mobility component of the Disability Living Allowance (DLA). Even if you do not drive yourself, you can apply for a car as a passenger and propose two other people as your drivers.

If money is a problem when financing the car or adaptations, Motability may be able to provide a grant through their own charitable fund or the Specialised Vehicle Funds, which they administer for the government.

Motability can be called on **0845 4564566** or found online at www.motabilitycarscheme.co.uk

COMMONLY ASKED QUESTIONS

Driving Ability Assessment

- ☼ If there is doubt whether you should continue to drive /resume driving;
- ☼ If there is a neurological diagnosis / possible cognitive impairment;
- ☼ If there has been a break from driving owing to illness / trauma / disability accident;
- ☼ If you have a deteriorating condition.

This type of assessment may involve a senior occupational therapist. This assessment may take up to 2½ hours. To contact the Driving Ability service for more information about having an assessment, contact:

Truro Cornwall Mobility Centre
Servicing the South West Peninsula
Tehidy House, Royal Cornwall Hospital
Truro, Cornwall TR1 3LJ
Tel: 01872 254920
Fax: 01872 254921
Email: mobility@rcht.cornwall.nhs.uk
Website: www.cornwallmobilitycentre.co.uk

Where is the nearest regional driving assessment centre?

The nearest assessment centre can be found at:

Truro Cornwall Mobility Centre
Servicing the South West Peninsula
Tehidy House, Royal Cornwall Hospital
Truro, Cornwall TR1 3LJ
Tel: 01872 254920
Fax: 01872 254921
Email: mobility@rcht.cornwall.nhs.uk
Website: www.cornwallmobilitycentre.co.uk

COMMONLY ASKED QUESTIONS

Regional Driving Assessment Centres give practical and independent advice and assessment to disabled drivers and passengers. The staff there will assess your ability to drive, advise you about vehicles that might suit you and about any adaptations you may need. They are well informed on motoring and disability issues generally. Talk to them about any mobility problems you have. An assessment for a driver will cost from £50 to £130.

How do I buy an adapted vehicle?

Firstly, it is best to get advice from your nearest Regional Driving Assessment Centre (see above).

If you are buying your vehicle under the Motability scheme, you may find the dealer nearest to you on their website: <http://motability.directenquiries.com/Motability/finddealer.aspx> and simply enter your postcode or alternatively you can telephone them on **0845 456 4566**

Motability also produces a very useful booklet 'Choosing Your Car'. This is available for download from www.motabilitycarscheme.co.uk even if you are not buying your car through their scheme this booklet is full of very useful facts, tips and suggestions.

Is there any financial help towards buying an adapted vehicle?

The Motability Scheme can help you with leasing or buying a car if you're getting the higher rate of the mobility component of Disability Living Allowance (DLA). Motability offers a wide selection of vehicles for no more than the cost of your weekly mobility allowance, currently around £46 a week. They have around 250 cars available with no advance payment.

Other financial help may be available from local branches of national charitable organisations, available on their web sites or contact their helpdesks. (continued overleaf)

COMMONLY ASKED QUESTIONS

The Patient Advice and Liaison Service (PALS) on **01872 240 892** or **01726 627 967** may be able to do a search of charities and trusts that issue grants.

How do I apply for a blue badge in Cornwall?

The Blue Badge scheme is designed to give eligible drivers and passengers the ability to park close to the facilities and services they need to use, so as to improve their lifestyle, independence and freedom of choice. All new badges issued are blue and are usable in all European Community countries.

Under current regulations governing the scheme badges may be automatically issued to disabled people if they:

- ☼ receive the higher rate of the mobility component of Disability Living Allowance (DLA) (help with getting about);
- ☼ are registered severely sight impaired;
- ☼ use cars supplied by a government department or receive a government grant towards their own vehicles;
- ☼ receive a War Pensioners Mobility Supplement.

Other people may be issued a badge if:

- ☼ Their disability is permanent and substantial and makes them unable or virtually unable to walk. For example, applicants should generally be physically incapable of visiting shops, public buildings and other places unless allowed to park close to their destination;
- ☼ Their inability to walk or severe difficulty in walking is permanent and not intermittent or temporary. Things such as difficulty in carrying parcels are not taken into account.

A badge will not be issued under this rule to

- ☼ a person who will be travelling purely as a passenger;
- ☼ A person who has a severe disability in both upper limbs,
- ☼ A person who regularly drives a motor vehicle but cannot operate, or has considerable difficulty operating, all or some types of parking meters or pay and display equipment.

COMMONLY ASKED QUESTIONS

If you feel that you qualify for a badge please contact

The Adult Helpdesk at Cornwall Council 03001234 131

You will be sent an application form requesting details of your disability, your doctor's name and address. The completed form should be returned to the Blue Badge Team at Cornwall Council together with two passport type photographs of you, signed on the back.

Please ring the Blue Badge Team if you find it hard to provide the photos. You will also need to sign the sticky label that with your photo will be put onto your badge and laminated. (Your photo should be placed face down on the dashboard, not on public display.) There is a small registration fee of £2.

Am I eligible for a Disabled Rail Card? How do I get one?

You are eligible for a disabled rail card if you receive:

- ☼ Attendance Allowance;
- ☼ Disability Living Allowance (low or high rate mobility or middle/high rate personal care);
- ☼ Severe Disablement Allowance;
- ☼ War Pensioner's mobility supplement;
- ☼ War or Service Disablement Pension (80% or higher);
- ☼ Are buying or leasing a vehicle through Motability.

To apply for your rail card call 0845 605 0525

If you have difficulty with walking and need assistance at the railway station, it is possible to pre-book assistance with the relevant railway company (e.g. First Great Western).

Am I eligible for free or subsidised bus travel?

Since April 2008 anyone in England who is 'eligible disabled' is entitled to free off-peak bus travel.

You are 'eligible disabled' if you:

- ☼ are blind or partially sighted;

COMMONLY ASKED QUESTIONS

- ☼ are profoundly or severely deaf;
- ☼ are without speech;
- ☼ have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk;
- ☼ do not have arms or have long-term loss of the use of both arms
- ☼ have a learning disability.

You will need to apply to Cornwall Council for your free pass.

You will need to prove that you are eligible, permanently live in the area and will need to provide them with a passport sized photo.

Do local buses take wheelchairs and/or mobility scooters?

Wheelchairs can be accommodated on most modern local buses however this is not the case for mobility scooters. To check whether the buses on your local route are suitable for wheelchairs, telephone the **Cornwall Council transport helpline on: 0300 1234 222**

None of the regulations for buses or coaches deal with the carriage of scooters. This is because scooters are outdoor vehicles intended for use as an alternative to public transport for short trips. They are generally less manoeuvrable than wheelchairs and cannot be used as a seat on a vehicle because of their instability and difficulty in providing appropriate restraint systems for the both the scooter and the user. You can hire a Shop Mobility Scooter at the following locations:

Mobility Centre South West Ltd, Lys'An'Pons, Crockwell St, Bodmin, Cornwall, PL31 2DS. 01208 75355

H.S.C Mobility, Mobility House, Marsh Lane, Hayle, Cornwall, TR27 5JR

Launceston Mobility & Independent Living Centre Ltd, Unit 1, Merchants Quay, Launceston, Cornwall, PL15 7ED. 01736 755927 or 01566 700528

COMMONLY ASKED QUESTIONS

Mobility Markets Ltd, Unit E8, Formal Industrial Estate, Treswithian, Camborne, Cornwall, TR14 0PY. 01209 613427

Pro Mobility Ltd, The Old Fire Station, Trengrouse Way, Helston, Cornwall, TR13 8AG. 01326 569494

Which taxi firms provide a service for wheelchair-dependent passengers?

The following taxis will cater for wheelchair users:

A2B Taxis, Truro - 0800 169 5473

Ansom Cabs, Bodmin - 01208 72207

Anytime Taxi, Penzance - 01736 888888

Bodmin Taxi Service, Bodmin - 01208 73000

Caradon Cabs, Liskeard - 01579 340007

Gary's Taxis, St Austell - 01726 879045 / 07989 963372

Hayle Taxis, Hayle - 01736 753000

Jim's Cabs, Redruth - 01209 216677

KM Cabs, Redruth - 01209 842200

L & R Cars, Hayle - 01736 800414

Looe Taxis, Looe - 01503 262405

Meneage Taxis, Helston - 01326 560530 / 6999

Treble One Taxis, Falmouth - 01326 07773817156

Spot on Cabs, St Austell - 01726 77877 / 01726 6210111 / 07534 111111

Wadebridge Midas Taxis, Wadebridge and Padstow - 01208 812345 / 0845 250 3129

Warren's Executive Cars, Bodmin - 01208 72171

This is not an exhaustive list.

More companies can be found on the internet.

COMMONLY ASKED QUESTIONS

Are there any other transport schemes in the county which may be able to help me?

Community transport is a friendly, safe and affordable transport service, provided by local groups to help a range of people with transport problems. There are a number of schemes that operate in the county. Some provide wheelchair accessible minibuses which provide door to door transport on request.

Passengers must be registered members and will incur charges for registration and fares. Others provide volunteer drivers who use their own cars to transport those who are unable to access public transport. There will also be a charge for using this service. In some parts of Cornwall, there are community buses. A community bus operates to a scheduled timetable and with volunteer drivers. They provide services where commercial operators do not want to, but where people would otherwise have no service.

There are a number of other transport schemes also available across Cornwall which may be able to help you. Details can be found in Appendix 1.

Work, Education, Vocation, social schemes and support

Do I get any concessions for leisure activities, such as swimming, or evening classes?

Concessions are widely available throughout Cornwall for a wide variety of local authority run leisure and education activities for people with disabilities. Each District or City Council within Cornwall applies different charges and operates different concessionary rates. In each case it's worth contacting your local authority leisure and education departments for current details.

For exercise and activity opportunities please see the 'Get Active' website: <http://www.getactivecornwall.co.uk>

COMMONLY ASKED QUESTIONS

Are there any pools particularly suitable for people with disabilities?

All pools in Cornwall are fully accessible for disabled people, with hoists to assist entry into and out of the water, however not all run disabled-only swim sessions. Polkyth Leisure Centre in St Austell is particularly accessible for disabled people and has a hydrotherapy pool heated to higher temperatures. 50 minute sessions are bookable though the normal swimming periods.

Polkyth Leisure Centre 01726 223 344

What facilities are in place to allow disabled people to pursue higher education opportunities?

Nextstep Cornwall is part of the Nextstep national network which provides advice to adults seeking to retrain or take up further or higher education. They have an extensive network of 17 offices across Cornwall.

This a free advice service on all aspects of training and adult education. Connexions Cornwall can provide advice on adult education and retraining to anyone under the age of 25 with any kind of additional needs.

For information about your nearest location call on 0800 100 900, during business hours.

There are five main Connexions Centres in Cornwall and each have satellite offices in smaller towns, for example, Truro is responsible for offices in Penryn and Newquay. To be directed to your nearest centre call 0800 97 55 11 or direct on:

Bodmin - 01208 265544

Camborne - 01209 713530

Penzance - 01736 362244

St Austell - 01726 61833

Truro - 0182 274865

Isles of Scilly - 01209 713530

COMMONLY ASKED QUESTIONS

A full range of undergraduate, post-graduate and diploma standard courses are available and can be studied on a full or part time basis at various college sites. Truro and Camborne college sites have active disabled student groups and Truro in particular has excellent facilities for people with learning difficulties. Falmouth has excellent disabled access points as it is a brand new building complex.

For further information or general information email enquiries@cornwall.ac.uk

or call the following sites for specific course information:

Camborne – 01209 611611

Newquay – 01637 85 957

Saltash – 01752 850250

Rosewarne - Camborne – 01209 722100

Falmouth – 01326 310310

Camborne College Business, St Austell 0800 7317594

There is good disabled access and parking at all campuses.

I am finding it difficult to use my computer and it is my lifeline.

Is there any practical or financial support available to help me?

AbilityNet is a national charity helping disabled adults use computers and the internet by adapting and adjusting their technology.

Their special expertise is ensuring that whatever your age, health condition, disability or situation you find exactly the right way to adapt or adjust your ICT to make it easier to use, and they can offer remote support for anyone in Cornwall. They will send you a questionnaire to access your needs and they hold a bank of equipment which they can give out on long-term loan. The service is free to individuals and they have a tremendous success rate.

To contact AbilityNet call their general enquiry line on 0800 269545

COMMONLY ASKED QUESTIONS

Who can advise me about being able to continue working?

Your GP and consultant can give you specific advice about your condition and your ability to continue full or part time employment. 'Access to Work' a government scheme established to help those affected by a disability or health condition, will also be able to advise you. An Access to Work adviser can speak to you and your employer to reach a decision about the best support for you. In most cases, this can be done over the telephone, but a visit can be arranged if necessary.

Sometimes specialist advice may be needed, which the Access to Work adviser will help to arrange. For example, your adviser may arrange for a specialist organisation to complete an assessment and recommend appropriate support. See question 35 for details on how to contact your local Access to Work adviser or contact the address below.

http://www.direct.gov.uk/en/disabledpeople/employmentsupport/workschemesandprogrammes/dg_4000347

Is there any financial help for my employer to adapt the workplace?

The amount of help which you may receive from Access to Work will vary depending on how long you have been employed, what support you need and whether you are self-employed.

Access to Work can pay up to 100 per cent of the approved costs of adaptations if you are:

- ✿ unemployed and starting a new job;
- ✿ self-employed;
- ✿ working for an employer and have been in the job for less than six weeks.

COMMONLY ASKED QUESTIONS

Whatever your employment status, Access to Work will also pay up to 100 per cent of the approved costs of help with:

- ☀ support workers;
- ☀ fares to work;
- ☀ communicator support at interview.

Access to Work pays a proportion of the costs of support if all of the following apply to you:

- ☀ you're working for an employer;
- ☀ you've been in the job for six weeks or more;
- ☀ you need special equipment or adaptations to premises.

After between one and three years, Access to Work will review your circumstances and the support you're receiving.

Where do I go if I think I am being discriminated against in the workplace because of my disability?

If you think you are being discriminated against in the workplace you should seek expert advice. Your local Citizens Advice Bureau can help you and provides specialist employment rights advice. Their service is free, impartial and independent and you can contact them at:

Citizens Advice Bureau (CAB Cornwall) 08444 99 41 88

The Disability Law Service (DLS) is a registered national charity providing free and confidential legal advice for disabled people.

Ground Floor, 39-45 Cavell Street, London E1 2BP

Tel: 020 7791 9800

Email: advice@dls.org.uk web page: www.dls.org.uk

ACAS – The Advisory, Conciliation and Arbitration Service provides advice to both employees and employers regarding any employment issues.

Their helpline is 08457 474747 www.acas.org.uk

COMMONLY ASKED QUESTIONS

If you are a member of a Trade Union contact your local union representative as they can provide free advice and representation.

Disability Cornwall is a user led, disabled peoples' organisation, providing a range of services to empower, assist and facilitate independent living and when necessary, act as a representative voice for disabled people, their families and carers. They challenge discrimination and inequalities and promote examples of good practice for others to follow.

**Units 1G & H Guildford Road Industrial Estate,
Guildford Road, Hayle, Cornwall TR27 4QZ**

DIAL (Disability Information & Advice Line). You can contact them on **01736 759500 www.disabilitycornwall.org.uk**

I am now not able to continue to work in the same role, due to my disability – who can I speak to find out about my legal rights, and to find another job?

In terms of your legal rights please see above.

To find another job your first point of contact should be Access to Work **http://www.direct.gov.uk/en/DisabledPeople/EmploymentSupport/WorkSchemesAndProgrammes/DG_4000347** or telephone: **02920 423 291**

You can ask for an occupational therapy referral via Adult Care and Support, on **0300 1234131**

COMMONLY ASKED QUESTIONS

The Occupational Therapy Assessment and Rehabilitation Service, RCH (Treliske) provides a service to help people with various diagnoses improve their physical and perceptual abilities and psychological well-being. This may enable them to undertake new or previous activities, such as employment, leisure and education. The service comprises a heavy workshop area (woodwork, metalwork etc) and a gym facility.

- ⦿ You need to be referred by a therapist, your GP or your consultant;
- ⦿ You might need further rehabilitation to improve your skills in order to return to your original employment;
- ⦿ You will be assisted in evaluating your level of ability to see what type of employment or training would suit you best;
- ⦿ You may need to improve your abilities so you can pursue your hobbies and leisure activities at home.

During your rehabilitation you may require advice and support to enable you to return to your original or alternative form of employment, education or voluntary work. You may require your occupational therapist to liaise with you and your employer to discuss and implement a gradual, phased return to work.

There are a number of other organisations in Cornwall that can help you find alternative employment, training or voluntary work, and to help build your skills, knowledge and self-esteem. They are listed below:

A4E Pathways to Work, 08454 230 230
www.a4epathways.co.uk

A scheme that helps people who are on sickness or disability-related benefits to build their skills and confidence, manage their condition and ultimately find a job that suits them.

Business Link: 0845 600 9966
www.businesslink.gov.uk/bdogt

COMMONLY ASKED QUESTIONS

If you are considering self-employment, they offer a range of information, advice and support.

Cornwall College Camborne, 01209 616161
www.cornwall.ac.uk

Cornwall Works, 01872 335015
www.cornwallworks.org.uk

The gateway to a range of support to help people with health problems return to work, sourcing the best help for you, free of charge.

DIAL (Disability Information Advice Line) 01736 759500

Information and advice on welfare, benefits, education, training, laws and legislation

Disability Cornwall – 01736 756655
www.disabilitycornwall.org.uk

ECHO centre, Liskeard – 01579 347836
 (via referral from Adult Care and Support)

Enable In Cornwall Ltd – 01208 77711
www.enableincornwall.co.uk



COMMONLY ASKED QUESTIONS

Providing access to opportunities in Cornwall for education, training and the work environment, for people with physical disabilities or sensory impairment.

Jobcentre Plus 0845 6060234 www.jobcentreplus.gov.uk
Pentreath Ltd 01726 862727 www.pentreath.co.uk
Truro College – 01872 267000 www.trurocollege.ac.uk
Volunteer Cornwall - Liskeard - 01579 344818
Redruth - 01209 217614
St Austell - 01726 71087

www.volunteercornwall.org.uk can help you find a volunteer placement that will suit your interests and needs, in your local area.

Is there any financial help available for me to get to work?

Access to Work might pay towards the cost of getting to work if you cannot use public transport.

You may be eligible for help if you are:

- ✿ in a paid job;
- ✿ unemployed and about to start a job;
- ✿ unemployed and about to start a Work Trial;
- ✿ self-employed;
- ✿ your disability or health condition stops you from being able to do parts of your job.

Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job. Ask the Disability Employment Adviser (DEA) at your local Job Centre about Access to Work.

COMMONLY ASKED QUESTIONS

I am now off sick from work due to my disability and cannot afford my rent. What can I do?

Housing and Council Tax Benefit is available to help people who can no longer afford their rent and council tax. Eligibility criteria are complex; however anyone with a limited income (even if you or your partner are working full time) and savings of less than £16,000 can apply for help.

The scheme is administered by Cornwall Council within Cornwall and you should contact them for an information pack and an application form:

Cornwall Council, County Hall, Treyew Road, Truro TR1 3AY
Tel: 0300 1234121

I want to go on holiday, but I require carers to help me with my personal care whilst I am away. Where can I find out places which would be suitable?

The national charitable organisations which represent the interests of people with neurological conditions such as the MS Society, Parkinson's UK and the MND Association all have helpline numbers and can provide advice and support regarding short breaks and holidays.

Each organisation has a wealth of experience and knowledge to advise people regarding practical issues with their own specific conditions. All keep details of places which are offering suitable holiday accommodation and personal care support. Telephone numbers for all the organisations can be found in the back section of the booklet. There is also a national charitable organisation which provides holiday information to anyone with extra needs:

Tourism for All
c/o Vitalise, Shap Road Industrial Estate
Shap Road, Kendal, Cumbria LA9 6NZ
0845 124 9971 info@tourismforall.org.uk

COMMONLY ASKED QUESTIONS

Formerly known as the 'Winged Fellowship', the organisation Vitalise can be contacted for comprehensive information on accessible holidays and carer support on www.vitalise.org.uk. **0845 3451970**

A rough guide to accessible Britain is available free for those with Blue Badge, Disabled Persons Railcard or Motability customers from Motability on www.accessibleguide.co.uk. **0800 9537070**

Planning ahead and advanced decisions

How do I make a living will or record an Advance Decision to Refuse Treatment (ADRT)?

It is best to seek advice from the health professional leading your care. Some of the neurological support organisations have information about Advance Directive and Advance Decision to Refuse Treatment (ADRT) which can be sent to you or downloaded from the internet, for example, the MND Association produce a very good standard Living Will form.

If you would like a copy, please phone 08457 626262.
There is also a website with comprehensive information.
www.adrtnhs.co.uk

Where would I go to make a Will? How much will it cost?

Most High Street Solicitors will provide a Will-writing service and it is well worth shopping around for the best price. Many can also arrange a home visit in order to take your instructions in respect of your estate. Some people can get this free or at a reduced cost however you must be aged over 75 and satisfy a means test requirement. Any solicitor offering advice under the Legal Advice and Assistance Scheme can give you more information about this.

COMMONLY ASKED QUESTIONS

In addition to Solicitors there are certain commercial Will-writing companies who advertise locally (see your Yellow pages). Costs will vary. It is also possible to write your own Will and you should seek professional advice on how to do this and how to obtain the necessary forms. The Citizens Advice Bureau (see Question 46 for details) can give you more information about this. Information on this subject is also available from the various neurological charities.

How do I establish an Enduring Power of Attorney? How much will it cost?

The Public Guardian's Office gives full information on their helpful website: <http://www.publicguardian.gov.uk/arrangements/arrangements.htm> or www.directgov.co.uk

A Power of Attorney is generally made to ensure that a loved one and/or relative can look after your affairs and best interests once you lack the mental capacity to do this yourself. They are made in advance and therefore can give you tremendous peace of mind that, should the worst happen, your chosen attorney will always be able to look after your best interests. If a person already lacks the necessary mental capacity then they will be unable to create a valid Power of Attorney. However, concerned relatives can ask the Court of Protection to make decisions on behalf of someone who is having difficulties in making decisions themselves.

Some people will have an Enduring Power of Attorney and if this is the case it is still a valid and useful document. However from April 2008 Enduring Powers of Attorney were replaced by a new system of Lasting Powers of Attorney (LPAs) which are designed to increase the level of security and introduce certain checks and balances into the Power of Attorney system.

COMMONLY ASKED QUESTIONS

There are two basic types of LPA: one which is designed to help if you want to make arrangements for your financial affairs and another if you want to make arrangements for your wellbeing and health.

Different forms are applicable for each LPA and you can download these from the above webpage. There is a fee for lodging a LPA with the Public Guardian's Office. The forms are fairly straight forward to complete however if you feel you need some help then contact your local Citizens Advice Bureau.



USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Acoustic Neuroma Vestibular Schwannom	British Acoustic Neuroma Association: http://www.bana-uk.com/	Jackie Weightman Secretary BANA	01795 511891 bana-uk@btconnect.com
Acquired Brain Injury	UK Acquired Brain Injury Forum: http://www.ukabif.org.uk/	Chloe Hayward Executive Director	01752 601318 ukabif@btconnect.com
	Wired: Stroke and Brain Injury rehab. centre: http://www.wiredcornwall.org/	Liz Barnes	075 400 70899 lizbarnes@live.co.uk
Alzheimer's	Alzheimer's Society: http://www.alzheimers.org.uk/site/index.php	Teresa Parsons	01872 277963 teresa.parsons@alzheimers.org.uk
Dementia	Dementia UK: http://www.dementiauk.org/		020 7874 7200 info@dementiauk.org
Aphasia	Connect: http://www.ukconnect.org/	Steve Nicholls Joy Eustice	01209 716501 stevenicholls@ukconnect.org 01209 716501 joyeustice@ukconnect.org
	Speakability: http://www.speakability.org.uk/	Melanie Derbyshire	020 7261 9572 speakability@speakeability.org.uk
	The Stroke Association		National Helpline 0845 3033 100

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Ataxia - Friedrich's Ataxia	Ataxia UK: http://www.ataxia.org.uk/index.php	Andrew Ashbridge	01326 373015 andrew-ashbridge@lineone.net
Ataxia-Telangiectasia Louis-Bar Syndrome	Ataxia-Telangiectasia Society: http://www.atsociety.org.uk/index.htm	William Davis Chief Executive	01582 760733 info@atsociety.org.uk
Brain Injury	Child Brain Injury Trust: http://www.childbraininjurytrust.org.uk/index.html		01869 341075 info@cbituk.org
	Headway: the brain injury association: http://www.headway.org.uk	Francis Colliver Oasis Centre Manager Liskeard and Truro Ali Bazley Regional Coordinator Matthew Cross Chairman	01208 873567 frances@headwaycornwall.org.uk 01884 266635 sw.regional.co-ordinator@headway.org.uk 01736 796956 matthew.cross@headwaycornwall.org.uk
Brain tumour	Brain Tumour UK: http://www.braintumouruk.org.uk/		0845 4500 386 support@braintumouruk.org.uk
Cavernoma Cerebral cavernous malformations Cavernous angioma	Cavernoma Alliance UK: http://www.cavernoma.org.uk/home.html	Ian Stewart Coordinator	info@cavernoma.org.uk

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Cerebral Palsy	Scope: http://www.scope.org.uk/home	Truro Face2Face	0808 8003333 response@scope.org.uk 0844 800 9250
Charcot Marie Tooth Disease	CMT UK: http://www.cmt.org.uk/		0800 6526316 info@cmtuk.org.uk
Creutzfeldt-Jakob disease CJD	CJD Support Network: http://www.cjdsupport.net/		01630 673973 (for patients)
Dystonia	The Dystonia Society: http://www.dystonia.org.uk/	John Beckett	01208 863726 jmbeckett1@hotmail.com
Encephalitis	The Encephalitis Society: http://www.encephalitis.info/		01653 692583
Epilepsy	Epilepsy Action: http://www.epilepsy.org.uk/	Nathan Trevena	07791702883 (for patients) epilepsyactiontruro@hotmail.co.uk 07596 804132 thetrevenafamily@yahoo.com
	Epilepsy Specialist Nurse:	Mary Parrett	07813 684702 Mary.Parrett@rcht.cornwall.nhs.uk
	Epilepsy Society: http://www.epilepsysociety.org.uk/ Homepage	Brenda Willis South West Regional Manager	01803 882 535 Brenda.Willis@epilepsysociety.org.uk
	The Echo Centre Liskeard	Helen Winchurch Manager	helenwinchurch@echoentre.co.uk 01579 347836

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Multi Functional Resource Centre	The Echo Centre Liskeard	Helen Winchurch Manager	helenwinchurch@echocentre.co.uk 01579 347836
Essential tremor	National Tremor Foundation www.tremor.org.uk		01708 386399 tremorfoundation@aol.com
Fibromyalgia	Fibro Action: http://www.fibroaction.org/Default.aspx		0844 443 5422 info@fibroaction.org
	Fal Fibro Friends: http://www.falfibrofriends.co.uk/	Ali Rowe	01326 315207 falfibro@googlemail.com
	West Cornwall Fibro Support Group:		0845 3455964
Guillain Barré Syndrome	Guillain Barré Syndrome Support Group: http://www.gbs.org.uk/index2.shtml		0800 374803
Hemiparesis	HemiHelp: http://www.hemihelp.org.uk/home		0845 120 3713
Huntington's Disease	Huntington's Disease Association: http://www.hda.org.uk/	HAD Regional Care Advisor Paula	01822 835974 Paulahaynesparry@hda.org.uk
		Haynes-Parry Jeremy Preedy (Secretary Cornwall branch)	08736 606464 Jeremy@bioass.com

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Meningitis	Meningitis Trust: http://www.meningitis-trust.org/	Jo Campbell	0845 120 0664 joannec@meningitis-trust.org
Migraine	Migraine Action: http://www.migraine.org.uk/		0116 275 8317
	Migraine Trust: http://www.migraine-trust.org/	Michele McAll	020 7631 6970 info@migrainetrust.org 01736 799423 michelepaarl@yahoo.com
Motor Neurone Disease	Motor Neurone Disease Association: http://www.mndassociation.org/	Mary Frost	0560 1984243 (for patients) 01872 560282 mary@mallards-retreat.com
Multiple Sclerosis	MS Society: http://www.mssociety.org.uk/	Richard Stevens	01736 360551 r.stevens03@talktalk.net
	MS Trust: http://www.mstrust.org.uk/		01462 476700 info@mstrust.org.uk
Multiple System Atrophy	MSA Trust: http://www.msatrust.org.uk/	Samantha Pavey Specialist MSA Nurse	020 7940 4666 0203 371 0003 nurses@msatrust.org.uk
Muscular Dystrophy	Muscular Dystrophy Campaign: http://www.muscular-dystrophy.org/	Jennie Shine South West Manager	011 7330 2597 jennieshine@nhs.net
		Tamsin Coade Cornwall Care Advisor	018 7225 4526 tamsin.coade@nhs.net

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Myalgic Encephalomyelitis Myalgic Encephalopathy Chronic Fatigue Syndrome	ME Association: http://www.meassociation.org.uk/		0844 576 5326 meconnect@meassociation.org.uk
	MESH Cornwall: http://meshcornwall.org/	Belinda Cameron Beryl Collins	01726 67268 bmccameron@hotmail.com 01726 68983 mammabee@kernow98.fsnet.co.uk
Myasthenia Gravis	Myasthenia Gravis Association: https://www.mga-charity.org/web/guest/home	Marguerita Goldthorp Val Bullock	rita.goldthorp@mga-charity.org 01726 66453 val.bullock@hotmail.co.uk 01726 66453
Narcolepsy	Narcolepsy UK: http://www.narcolepsy.org.uk/	Contact us	0845 450 0394 info@narcolepsy.org.uk
Neurofibromatosis	The Neuro Foundation: http://nfauk.org/	Contact us	0845 602 4173 (for patients) 020 8439 1234 info@nfauk.org
Parkinson's	Parkinson's UK: http://www.parkinsons.org.uk/	Mary Jane Hunter Information and Support Worker Sue Whipps Branch Secretary Mid Cornwall John Hurr Chairman West Cornwall & IOS	0844 225 9824 isw.cornwall@parkinsons.org.uk 01503 262166 (for patients) sue.whipps@btinternet.com 01736 330945 (for patients) hurr@talktalk.net

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Post-polio Syndrome	British Polio Fellowship: http://www.britishpolio.org.uk/default.aspx	Contact us	0800 018 0586 infobenefits@britishpolio.org.uk
Progressive Supranuclear Palsy (PSP) (and Cortico Basal Degeneration)	PSP Association: http://www.pspeur.org/	Contact us Jill Lyons Nurse Specialist	01327 322410 psp@pspeur.org 01934 842366 (for patients) jill.lyons@pspeur.org
Rett Syndrome	Rett UK: http://www.rettuk.org/rettukpublic/rettuk.html	Contact us	01582 798910 support@rettuk.org
Spina Bifida and Hydrocephalus	Spina bifida hydrocephalus Association www.asbah.org	Lynne Young Local ASBAH director 01726 861062	lynney@asbah.org National Number 0845 4507755
Spinal Cord Injury	Spinal Injuries Association www.spinal.co.uk	Peter Hutchings phutchings@spinal.co.uk	0800 9800501 sia@spinal.co.uk
	Aspire – supporting people with Spinal Injuries www.aspire.org.uk	Christine Robinson 020 84206735	020 89545759
Spinal Tumour	Brain and Spine Foundation www.brainandspine.org.uk		

USEFUL RESOURCES

Neurological Condition	Charity National /Local Website	Local Contact	Telephone/ Email Address
Stroke	The Stroke Association		info@stroke.org.uk National Helpline 0845 3033 100
	Different Strokes – Younger Stroke Survivors		webcontact@differentstrokes.co.uk 0845 130 7172
	Wired: Stroke and Brain Injury rehab. centre: http://www.wiredcornwall.org/	Liz Barnes 07540070899 lizbarnes@live.co.uk	
Subarachnoid Haemorrhage	Brain and Spine Foundation www.brainandspine.org.uk		
Tourette Syndrome	Brain and Spine Foundation www.brainandspine.org.uk	0845 4581252	admin@tourettes-action.org.uk
Transverse	Tourettes Action www.tourettes-action.org.uk		
Myelitis	www.myelitis.org.uk		
Tuberous Sclerosis	www.tuberous-sclerosis.org		

OTHER USEFUL CONTACTS

Name	Telephone	Website	Description
Ability Net	0800 269 545	www.abilitynet.org.uk	Info and assessments for computer equipment.
Age Concern Cornwall	01872 60658	www.ageconcerncornwall.org.uk	
Ask Sara		www.asksara.gov.uk	Online tool that gives solutions for independent living
Benefit Enquiry Line	0800 882200	www.dwp.gov.uk	General advice on disability benefits
British Association for Counselling & Psychotherapy	08704435252	www.bacp.co.uk	Details of accredited Counsellors, psychologists
British Red Cross Cornwall	01872 72471	www.redcross.org.uk	Range of services inc equipment hire
Can-do	01726885538	www.candoweb.org	Support for all Neuro conditions
Carers UK	08088087777	www.carersuk.org	Info and support for carers
Churchtown Outdoor Adventure Centre	01208872148	www.citizensadvice.org.uk	Centre for outdoor & environmental activities for disabled
Citizens Advice Bureau (CAB)		info@cornwalldisabled.co.uk	Advice with housing, welfare rights, disability advice
Cornwall Disabled Association	01872 273518	mobility@rcht.corn	Coaches, caravans and accessible holidays

OTHER USEFUL CONTACTS

Name	Telephone	Website	Description
Cornwall Mobility Centre	01872 254920	wall.nhs.uk	Provides a range of services for to help with mobility
Cruse Bereavement Care	01726 76100	www.crusebereavementcare.org.uk	Help and support to the bereaved
Department for Work & Pensions	01302 310 123	www.dwp.gov.uk	A-Z of benefits available
Disability Information Advice Line (DIAL)	01736 759500	www.dialuk.info	Local info re. all aspects of living with a disability
Disability Information and Advice Centre	01752201065	diac@plymouthguld.org.uk	Advice for people in Cornwall
Disabled Living Foundation	0845 130 9177	www.dlf.org.uk	Info for disabled using equipment or assistive technologies
Disabled Persons Transport Advisory Committee	020 7944 8011	www.dptac.gov.uk	Travel Advice for disabled
Disabled Photographers Association	01454317754	enquiries@disabledphotographers.co.uk	Photography for disabled. Advice and technical support
DVLA	0300 790 6806	www.direct.gov.uk	Driving and licensing advice
Enable in Cornwall	01208 77711	enableincornwall@aol.com	Info re overcoming barriers to work, education etc

OTHER USEFUL CONTACTS

Name	Telephone	Website	Description
English Federation of Disability Sport	01509227750	federation@efds.co.uk	Promoting inclusion and equality in sport
Expert Patient Programme	0845 170 8000	www.expertpatients.nhs.uk	6 week course for long-term conditions
Forum of Mobility Centres	0800 559 3636	www.mobilitycentres.org.uk	Practical Advice on driving, vehicle adaptation, vehicle types
Handicapped Aid Trust	0800 0280647	Handicapped Aid Trust	Travel companions/ carer for those with personal care needs
Headway Cornwall	01208 873567	www.headway.org.uk	Local support for those affected by Head Injury.
Health Promotion Cornwall	01209 313419	www.healthpromcornwall.org	Health Matters - stop smoking, weight management etc
Home Library Services	0300234111	libraries@cornwall.gov.uk	Free delivery of books for those unable to get to a library
Independent Living Fund	0845 6018815	funds@ilf.org.uk	Supports independent living for disabled
James Parkinson Centre Hubs	01872 222281	www.jamesparkinsoncentre.org	Advice, education & companionship
Jubilee Sailing Trust	02380449108	info@jst.org.uk	Sailing for the disabled
Living made easy	0845 1309177	www.livingmadeeasy.co.uk	Clear practical advice on daily living equipment

OTHER USEFUL CONTACTS

Name	Telephone	Website	Description
Motability	0845 456 4566	www.motability.co.uk	Suppliers of wheelchairs, scooters, cars for disabled
Motability Motor Neurone Association (MND)	01604 250 505	www.mndassociation.org	Support and Advice for MND
Motor Neurone Connect (MND Connect)	08457 626262	www.mndconnect@mndassociation.org	Advice & Signposting to other services and agencies
MS Society	0208 438 0700	www.mssociety.org.uk	Support for MS
MS Trust	0800 032 3839	www.mstrust.org.uk	Support for MS
Multiple System Atrophy (Sarah Matheson Trust)	0207 886 1520	www.msaweb.co.uk	Help & Advice, Education, Contact Scheme, Specialist Nurses
National Centre for Independent Living	0207 5871663	info@ncil.org.uk	Resource on independent living, direct payments, budgets
NHS Direct	0845 46 47	www.nhsdirect.co.uk	Medical and health advice
Outlook Southwest	01208 871414	www.outlooksw.co.uk	Counselling
PALS Patient and Advice Liaison Service	0845 170 8000		
Parkinson's UK	0808 800 0303	www.parkinsons.org.uk	Support and Advice re. Parkinsons (PSP & MSA)

OTHER USEFUL CONTACTS

Name	Telephone	Website	Description
Princess Royal Trust for Carers	0844 800 4361	www.carers.org	Advice & Support. Grant Schemes for carers.
RADAR	0207 2503222	radar@radar.org.uk	National network of disability organisations
Relate	0300 100 1234	www.relate.org.uk	Relationship Advice, Counselling
Royal Assoc Disability & Rehab (RADAR)	0207 250 3222	www.radar.org.uk	Rights & services. Also National Key scheme for public toilets
Self Care in Cornwall		www.selfcarein cornwall.co.uk	A single Portal of support and info for long-term conditions
Sexual Dysfunction Association	0870 774 3571	www.sda.uk.net	Factsheets & helpline for Sexual Dysfunction (men & women)
South West Neuromuscular Network	0117 3302597	http://www.swscg.nhs/networks/neuromuscular	Specialist clinical support for those with a Neuromuscular condition
The ME Association	08445765326	meconnect@meassociation.org.uk	Support and advice for those with ME
The Merlin Project	01726 885530	Manager@merlinproject.org.uk	Centre for MS offering therapies, support and treatments
The Samaritans Truro	01872 277277	www.samaritans.org	24hr free of charge confidential listening service
The Sequal Trust	01691 624222	info@thesequaltrust.org.uk	A charity providing communication aids

OTHER USEFUL CONTACTS

Name	Telephone	Website	Description
Tourism for All	0845 124 9971	www.tourismforall.info	Info re Holidays, attractions etc for disabled
Tremorvah Industries	01872 324340	enquiries@tremorvah.cornwall.gov.uk	Mobility equipment / assistive technology
Vitalise	08451970	info@vitalise.org.uk	Charity providing short breaks / respite care
Wavelength	0800 0182137	info@W4B.org.uk	Provision of radio or tv for those unable to leave home



APPENDICES 1

Community Transport Schemes in Cornwall.

NORTH CORNWALL AREA

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
St. Teath Voluntary Car Scheme	Voluntary Car	For residents of St. Teath to visit family in hospital	01208 850482 01208 850258	No
St. Teath Community Bus	Community Bus and Minibus	Regular routes and private hire	01208 850401	No
Delabole Vol. Car Scheme	Voluntary Car	Serving Delabole village for health related appointments	01840 212520	No
Polzeath Area Voluntary Car Scheme	Voluntary Car	For St. Minver Parish	01208 862989	No
Padstow and District Community Transport	Community Bus	Serving Padstow, St. Ervan, St. Eval, St. Issey & St. Merryn	07743 412091	Yes
St. Breward Area Community Bus	Community Bus and Minibus	Regular routes and private hire	01208 851507	Yes
Tavistock Community Bus	Community Bus and Minibus	Regular routes and private hire	01822 870433	No
Launceston Community Transport Partnership		The Little Red Bus provides access of Launceston	01566 777960	Yes

APPENDICES 1

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
Bude and District Age Concern	Voluntary car	Hospital/Medical Centre car service for Bude and the local area	01288 355007 (Bookings between 10.00am-4.00pm Monday-Friday)	No
Camelford Age Concern	Minibus Hire	Minibus Hire for groups. Serving people over 50	01840 261531	Yes
Camelford Community Welfare Bus	Minibus	Serving people over 60 in Tintagel, Camelford, Advent, Forrabury, and Minster, St. Teath and Davidstow	01840 213628 01840 213869	No
Stoke Climsland Voluntary Car Scheme	Voluntary Car	Serving Stoke Climsland parish for health & shopping journeys.	01579 370493	No
WRVS Caradon	Voluntary Car	Serving Caradon and North Cornwall	01579 342013 01579 348262	Yes
Lanteglos Community Bus Association	Community bus and Minibus	Regular routes and private hire	01726 870805	No
Downderry & District Community Bus Association	Community Bus and Minibus	Some registered routes and hire for affiliated groups	01503 250447	No
Lerryn Area Minibus Association	Community Bus	For people in Lerryn, Lostwithiel and surrounding areas	01208 871272	Yes

APPENDICES 1

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
Maker with Rame Community Bus	Community Bus & Minibus	Rame Peninsular residents. Regular routes and private hire	01752 812092	No
Tamar Valley Community Bus	Community Bus	Regular routes and private hire	01822 832737	No

MID & WEST CORNWALL AREA

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
WRVS Restormel Car Service	Voluntary Car	Serving Restormel area	01726 63770	No
Gorran & District Community Bus	Community Bus, Minibus and Dial-a-ride	Serving St. Gorran and St. Ewe. Dial-a-ride facility plus regular routes, excursions and private hire	01726 844933 (Mon.-Fri. 07.30 to 08.30)	No
Go Newquay Shopmobility	Shopmobility	Operates in Newquay town centre	01637 854020	Yes
North Carrick Community Bus	Dial-a-Ride & Minibus	Operates in the Perranporth and St. Agnes GP practice area	01872 266886 07964 017722	Yes

APPENDICES 1

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
Transmedical	Voluntary Car	Operating in Falmouth, Penryn, Mylor, Mylor Bridge, Ponsanooth, Stithians, Carnon Downs, Mawnan, Smith and surrounding district	01326 374144 (0900 – 16.00)	No
Cornwall Community Volunteer Services	Voluntary Car and Minibus	Operating mainly from Kerrier, Carrick and Penwith for elderly and disabled people or those with special needs	01209 715464	Yes
Falmouth Shopmobility	Shopmobility	Operates in Falmouth town centre	01326 313553	Yes
Roseland Community Bus	Community Bus & Minibus	Regular excursions and group hire	01326 270440	Yes
St. Agnes Parish Minibus	Minibus	Available to bona fide groups in St. Agnes Parish	01872 554054 01872 553194	Yes
Go Truro Shopmobility	Shopmobility	Operates in Truro City Centre	01872 241813	Yes
East Lizard Dial-a-Ride	Dial-a-Ride	Twice a day service, Mon-Fri from Parishes of Mawgan, Manaccan, St. Anthony, St. Martin into Helston. Must be booked in advance.	01736 757364	Yes

APPENDICES 1

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
East Lizard Helpline	Voluntary car	Serving Parishes of St. Keverne, St. Anthony, Manaccan, St. Martin and Mawgan for transport to medical appointments	01326 281480 01326 280226	No
West Cornwall Community Wheels	Voluntary car and minibus, and Dial-a-Ride	Dial-a-Ride serves Hayle, St. Erth, Gwinear and Gwithian, Perranuthnoe, St. Hilary, Breage, Crowan, Germoe, Sithney, St. Keverne, St. Anthony, Manaccan, St. Martin and Mawgan parishes. Voluntary car scheme and minibus hire available across west Cornwall	01736 757364	Yes
Christian Helpline in Newlyn (CHIN)	Voluntary Car	Covering area from Pz./Newlyn to Land's End for people needing to get to medical appointments	01736 350909	No
Camborne Mobility Scheme	Shopmobility	Operates from Camborne Community Centre	01209 715457	Yes

APPENDICES 1

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
Camborne, Pool, Redruth	Dial-a-Ride accessible Surgery Scheme	Serving Parishes of Camborne, Redruth, Illogan, Portreath, Carn Brea, Lanner, Carharrack, Stithians, St. Gluvias, St. Day, Wendron, Gwinear & Gwithian. Dial-a-Ride. To access GP surgeries in Camborne, Pool and Redruth	01872 266886 07964 017722	Yes
West Penwith Community Bus	Community Bus and Dial-a-Ride Bus	For residents of West Penwith. Available for hire. Weekly Shopper service to Penzance.	08452 011359	Yes
Penzance Shopmobility	Shopmobility	Operates in Penzance area and Isles of Scilly	01736 351792	Yes
Wheels to Work & Wheels to Learn	Wheels to work	Travel advice, moped & bicycle loan available throughout Cornwall	01209 831160	No
TAP – Transport Access People	Voluntary Car	Providing non urgent health-related journeys via voluntary car scheme	01872 223388	No
Volunteer Cornwall	Voluntary Car	Operates Countywide	01872 265300	No
Cornwall Blind Association	Voluntary Car	Operates Countywide for visually impaired people	01872 261110	No

APPENDICES 1

Name of group	Type of Transport	Notes	Contact Details	Disabled Access
Cornwall Disabled Association	Coach Hire	Organised excursions and available for hire by disabled groups.	01872 273518	Yes
Age UK & Isles of Scilly	Voluntary car & minibus	For people with special needs/ disability. No age limit for this facility. Also vol. car scheme countywide	01872 266384	Yes
British Red Cross	Voluntary Car	For health related journeys countywide	01872 272878	No



APPENDICES 2

Dementia: Specific Information

Q. What are Memory Difficulties?

Memory problems are common. Many of us notice that our memory becomes less reliable as we get older. Tiredness, stress, being overworked, anxiety, depression, some physical illnesses and/or the side effects of certain medications can all be factors too. And, of course, some of us have always been more absentminded than others. But sometimes memory loss can be an early sign of dementia.

Q. What is Dementia?

A. Dementia is not a single illness but a group of symptoms caused by damage to the brain. The symptoms include loss of memory, mood changes and confusion. Dementia is caused by a number of different diseases of the brain, including Alzheimer's disease. Vascular dementia is the second most common cause after Alzheimer's disease. High blood pressure, heart problems, high cholesterol and diabetes can increase the chances of developing vascular dementia so it is important these conditions are identified and treated at the earliest opportunity.

Q. Who can help?

Either your GP or a Memory Assessment Clinic are ideally placed to support you.

Your GP is vital in maintaining your health and helping to keep you fit and healthy. Your GP will refer you to a memory nurse if you experience memory problems and will prescribe treatments such as cognitive enhancers that could assist your memory. They will also provide an annual health check.

A memory assessment service in the form of **Memory Assessment Clinics** is available across the county delivered by Cornwall Partnership NHS Foundation Trust. Teams of staff can assess your memory, talk about your concerns and give you practical tips and advice to manage your symptoms.

APPENDICES 2

They offer assessment, diagnosis, information, supportive counselling and signposting to other intervention and service options.

For more information please contact: **01208 251300**

Q. What I can I do to help?

Have a regular check-up to assess your:

- ☼ Weight;
- ☼ Blood pressure;
- ☼ Cholesterol;
- ☼ Blood sugar.

Keep healthy and assist your memory by giving up smoking and excessive alcohol, and by trying to keep yourself feeling stress-free.

Q. Can a person with dementia still drive?

If someone has been diagnosed with dementia, they may be able to continue driving for some time. However, they must fulfill certain legal requirements. When the person's condition deteriorates to the point where they are unsafe on the road, they must stop driving. Many people find this very difficult to accept.

A diagnosis of dementia is not in itself necessarily a reason to stop driving. What matters, from both a legal and a practical point of view, is whether or not an individual is still able to drive safely.

For experienced drivers, driving may seem to be a largely automatic activity. In fact, driving is a complicated task that requires a split-second combination of complex thought processes and manual skills. To drive, a person needs to be able to:

- ☼ make sense of and respond to everything they see;
- ☼ 'read the road';
- ☼ follow road signs;
- ☼ anticipate and react quickly to the actions of other road users;
- ☼ take appropriate action to avoid accidents;
- ☼ remember where they are going.

APPENDICES 2

Q. How can equipment help?

Equipment can help:

- ☼ people to live more independently
- ☼ people to remain living in their own home
- ☼ to reduce the risk of accidents
- ☼ improve quality of life and confidence
- ☼ to support and reassure family and friends

However, equipment is not for everyone. People have different needs, abilities and preferences. For some people, equipment may be easier to accept than having strangers in the house. But it should not be used to replace contact and care from people. Equipment cannot replace people or eliminate all risk.

Q. What equipment is out there?

Equipment can be high or low tech, simple or complex, expensive or cheap. It can vary from involving adaptations to the home to a simple purchase on the high street. Some of these items may not be needed now, but it is good to know what is available to you, and think about what you might need in future.

- ☼ Clocks and calendars with large displays and pictures, or those that speak the day, date and time;
- ☼ Voice recorders that can play messages as reminders, such as a reminder to take your keys and your mobile phone before you go out;
- ☼ Equipment that helps with remembering when and if medication has been taken;
- ☼ Alarms that will alert people when the front door is open or when someone has got up out of bed or the chair.

For more information, see the section on equipment, which contains details how to access equipment, and contact details of local suppliers.

APPENDICES 2

Useful Websites:

www.southwestdementiapartnership.org.uk

Find the latest news, discussion forums, newsletters, up-dates on local and regional implementation of the National Dementia Strategy

www.scie.org.uk/publications/dementia

Useful for people working with people with dementia in all settings. Practical tips, tools, videos and a learning zone

www.e-elca.org.uk

Free e-learning tolls covering key areas of the End of Life Strategy

www.cks.nhs.uk/dementia

Useful dementia management scenarios

www.nhs.uk/conditions/dementia

Stories, information and the Map of Medicine

www.dementia.stir.ac.uk/library_dementianow

News, resources, e journal, videos

www.picturestoshare.co.uk

Books and resources for people living with dementia

www.alzinfo.co.uk

Alzheimer's information for healthcare professionals

www.alzheimers.co.uk

Useful information and advice sheets



Produced in association with:

